

RIBBLE VALLEY BOROUGH COUNCIL

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Dear Councillor

The next meeting of the **POLICY AND FINANCE COMMITTEE** is at **6.30pm on TUESDAY, 19 JUNE 2018** in the **TOWN HALL, CHURCH STREET, CLITHEROE**.

I do hope you can be there.

Yours sincerely

CHIEF EXECUTIVE

To: Committee Members (copy for information to all other members of the Council)
Directors
Press

AGENDA

Part 1 – items of business to be discussed in public

1. Apologies for absence.
- ✓ 2. Minutes of the meeting held on 20 March 2018 and the Sub-Committee held on 10 April 2018 – copies enclosed.
3. Declarations of Pecuniary and Non-Pecuniary Interests (if any).
4. Public Participation (if any).

DECISION ITEMS

- ✓ 5. Appointment of Working Groups – report of Chief Executive – copy enclosed.
- ✓ 6. ICT Strategy – report of Director of Resources – copy enclosed.
- ✓ 7. Promotional Website – report of Director of Resources – copy enclosed.

- ✓ 8. References from Committee:
 - a) Community Committee – Fire Protection Works at Longridge Depot.
 - b) Personnel Committee – Appointment of Full Time Pre-Application Officer.
- ✓ 9. Capital Programme 2018/19 – Hook Lift Replacement Scheme – report of Director of Resources – copy enclosed.
- ✓ 9a. Fire Protection Works at Over 60’s Club, Longridge – report of Director of Community Services – copy enclosed.
- ✓ 10. Corporate Strategy Review – report of Chief Executive – copy enclosed.
- ✓ 11. GDPR Implementation Progress Report and Data Protection Policy – report of Director of Resources – copy enclosed.
- ✓ 12. Capital Outturn 2017/18 – report of Director of Resources – copy enclosed.

INFORMATION ITEMS

- ✓ 13. Update on Infusion Research – report of Director of Resources – copy enclosed.
- ✓ 14. Perception Survey 2018 Final Report – report of Director of Resources – copy enclosed.
- ✓ 15. Overall Capital Outturn 2017/18 – report of Director of Resources – copy enclosed.
- ✓ 16. Overall Revenue Outturn 2017/18 – report of Director of Resources – copy enclosed.
- ✓ 17. Revenues and Benefits General Report – report of Director of Resources – copy enclosed.
- ✓ 18. Treasury Management Activities 2017/18 – report of Director of Resources – copy enclosed.
- ✓ 19. Treasury Management Monitoring 2018/19 – report of Director of Resources – copy enclosed.
- ✓ 20. Regulation of Investigatory Powers Act 2000 (“RIPA”) – report of Chief Executive – copy enclosed.
- ✓ 21. Representatives on Outside Bodies 2018/19 – report of Chief Executive – copy enclosed.
- ✓ 22. Partnership Working Update – report of Chief Executive – copy enclosed.
- ✓ 23. Minutes of Communications Working Group – copies enclosed.

Part II - items of business **not** to be discussed in public

DECISION

- ✓ 24. Departmental Restructuring – report of Chief Executive – copy enclosed.
- ✓ 25. Local Taxation Write-offs – report of Director of Resources – copy enclosed.
- ✓ 26. Estate Matters – Clitheroe Job Centre – report of Chief Executive – copy enclosed.
- ✓ 27. Estate Matters – Potential Licence for the Use of the Former Physiotherapy Centre – report of Chief Executive – copy enclosed.
- ✓ 28. Clitheroe Market Re-development – report of Chief Executive – copy enclosed.

INFORMATION

- ✓ 29. Anti-Ransomware and Anti-virus Software – report of Director of Resources – copy enclosed.

**RIBBLE VALLEY BOROUGH COUNCIL
REPORT TO POLICY & FINANCE COMMITTEE**

Agenda Item No. 5

meeting date: 19 June 2018
title: APPOINTMENT TO WORKING GROUPS 2018/19
submitted by: Chief Executive
principal author: Olwen Heap

1 PURPOSE

1.1 To appoint members to any working groups under the remit of the Policy & Finance committee and their membership.

1.2 Relevance to the Council’s ambitions and priorities

- Community Objectives – to be a well managed council providing effective services.
- Corporate Priorities - to protect and enhance the existing environmental quality of our area; to help make people’s lives healthier and safer.
- Other Considerations – to work in partnership with other bodies in pursuit of the Council’s aims and objectives.

2 BACKGROUND

2.1 Working groups are set up by a parent committee to aid them in reaching a decision on specific aspects of their remit. Working groups have no powers and decisions are always made ultimately by the parent committee.

2.2 Working groups are usually made up of members from the parent committee unless another member has an expertise that could be useful to the group or in the case of a small political group availability is an issue.

3 ISSUES

3.1 The following working groups come under the remit of the Policy & Finance committee. If these working groups are to continue the makeup and membership for 2018/19 needs to be decided.

Communications	4 Conservatives + 1 Lib Dem
Market Re-Development	7 Conservatives + 2 Lib Dems + 1 Labour
Voluntary Organisation Grants	3 Conservatives + 1 Lib Dem
Budget Working Group	6 Conservatives + 1 Lib Dem

3.2 Working groups meet when there is a need to move an issue forward in between committee meetings. For some, this is on an annual basis and for others it can be as often as monthly.

3.3 Agendas, reports and minutes are done by the officers that serve on the working group. The minutes of each meeting are reported back to the parent committee once approved by the working group so that they are kept informed of progress.

4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications

- Resources – the costs associated with working groups is included in the budget for 2018/19.
- Technical, Environmental and Legal – no significant risks identified
- Political - no significant risks identified
- Reputation – no significant risks identified
- Equality & Diversity - no significant risks identified

5 RECOMMENDED THAT

5.1 Committee approve the continuance of the working groups under the remit of this committee and decide upon their membership.

Marshal Scott
CHIEF EXECUTIVE

Olwen Heap
ADMINISTRATION OFFICER

BACKGROUND PAPERS

REF: CE/OMH/P&F/19.6.18

For further information please ask for Olwen Heap, extension 4408

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No 6

meeting date: 19 JUNE 2018
title: ICT STRATEGY
submitted by: DIRECTOR OF RESOURCES
principal author: LAWSON ODDIE

1 PURPOSE

1.1 To seek approval from members of the attached draft ICT strategy.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives – none identified
- Corporate Priorities - to continue to be a well-managed Council providing efficient services based on identified customer need.
- Other Considerations – none identified.

2 BACKGROUND

2.1 The council does not currently have a formal documented ICT strategy in place. Developments are currently very much driven by short term service needs, with no drive to a longer term goal on how services should be provided.

2.2 Work on the ICT strategy, which is attached to this report at Annex 1, began earlier in 2017 and it has been formulated around the framework of the Government Transformation Strategy. This has been moulded to a format that works for this council on a local level, but with an endeavour to meet the aims expressed at a national level.

2.3 At the recent Corporate Peer Challenge, there was an issue raised which stated that:

‘the council may benefit from further work to review its use of ICT linked to its ambitions for the future. The peer team had a sense that some service areas may still rely quite heavily on paper copies of documents and files. If this is the case, could more be done to reduce the need for this which may have the potential to reduce the costs of printing as well as supporting the council's sustainability agenda?’

2.4 Included on the approved action plan following the above Corporate Peer Challenge was an action to produce an ICT Strategy.

3 THE ICT STRATEGY

3.1 Attached at Annex 1 is the draft ICT Strategy, for which approval is sought.

3.2 The key principles that have driven the strategy and action plan are:

- **Business Transformation** – expanding the use of technology and planning for future developments in the way people expect to access our services
- **Grow the Right People, Skills and Culture** – making sure that staff have the right skills and the right understanding of how people want to interact with us. This needs to become second nature within the council so that a more technologically adapted culture is developed over time.

- **Build Better Tools, Processes and Governance for Officers** – ensuring that staff have the right tools for the job that they are undertaking, and that these suit the environment that they are working in. We also need to ensure that adapting a more technological approach actually results in a better service for the end user.
 - **Make Better Use of Data** – better use of data in a more efficient manner and the adoption of a ‘tell us once’ ability. We need to ensure that we learn from the data that we use to improve our services – ensuring that the right training is provided to staff in undertaking any interrogation of our data within the GDPR framework.
 - **Improve Performance and Security** – most of the above depends on sound infrastructure being in place. This includes ensuring resilience to a range of risks and ensuring the continued health and security of our ICT assets, including data.
- 3.3 The action plan within the strategy has been produced following input from all Heads of Service and the Corporate Management Team.
- 3.4 There are a number of areas that will need to be developed corporately, whilst others will require more specific development within services by the relevant System Champions.
- 3.5 Some of the work identified will need considerably more scoping work to be undertaken to understand full service and cost implications. Where highlighted, budgets have already been approved for the action, or it can be undertaken at no cost other than staff time, or it can be completed within existing revenue budgets.
- 3.6 Where no budget has been approved, this will need to be considered further by service committees and Policy and Finance Committee as either a capital programme bid or as a revenue budget growth item – depending on the project cost.
- 4 CONCLUSION
- 4.1 A draft ICT Strategy has now been produced and is attached at Annex 1 for committee consideration.
- 4.2 The strategy has been formulated around the framework of the Government Transformation Strategy, but adapted to a format that works for this council on a local level.
- 4.3 The production of this ICT strategy was included on the action plan following the recent Corporate Peer Challenge.
- 5 RECOMMENDED THAT COMMITTEE
- 5.1 Consider and approve the new ICT Strategy as attached at Annex 1.

HEAD OF FINANCIAL SERVICES
PF37-18/LO/AC

DIRECTOR OF RESOURCES

DRAFT

ICT Strategy

2018/19 to 2021/22



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

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Context

The purpose of this strategy is to clearly communicate to all stakeholders how we foresee the development of our ICT activities over the medium term.

The strategy has been put together on a three year timescale (plus current year). This will be refreshed on an annual basis to reflect how technology, expectations and service pressures have changed.

The initial framework of objectives has been expressed from a corporate perspective, and from this further work has been undertaken with management team and heads of service in order to provide an action plan that meets the needs of services, but supported by a corporate driven focus that can then also feed in to the vital provision of ICT infrastructure to support such aims.

The responsibility for service specific system development rests with each head of service and their System Champions. The provision of the infrastructure to enable such developments rests with the ICT service.

The ICT Strategy has been formulated around the framework of the Government Transformation Strategy. This has been moulded to a format that works for this council on a local level, but with an endeavour to meet the aims expressed at a national level.

Our Corporate Strategy will drive the aims of all service delivery and will form the backbone of the development of our service systems and ICT infrastructure.

Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
To ensure a well-managed council providing efficient services based on identified customer needs.	To sustain a strong and prosperous Ribble Valley.	To help make people's lives safer and healthier.	To protect and enhance the existing environmental quality of our area	To match the supply of homes in our area with the identified housing needs

Summary of Principles

The strategy is designed to support five principles which largely mirror aspects of the Government Transformation Strategy, but which have been moulded to reflect local corporate strategy.



1. Business Transformation

Whilst some of our services have evolved overtime and have developed a greater use of technology in their provision, there is much scope to expand this further and plan for future developments in the way that people will expect to access our services.



2. Grow the Right People, Skills and Culture

Planning for how our services can change with regard to technology can only happen if our staff possess the right skills and have the right understanding of how people want to interact with us.

This includes day to day operational skills in wider technology and also highly focused technological abilities within a certain skill set. Much of this will need to become second nature within the organisation so that a more technologically adapted culture is developed over time.



3. Build Better Tools, Processes and Governance for Officers

Adaptability to technology and the increase in its effectiveness is allowed through people having the rights tools for the job in hand – and also to fit the environment that it is being undertaken in. It is not about adopting a more technological approach to a task if this doesn't result in a better service for the end user and provider.

As processes may change, so we need to ensure that system controls are in place and that corporate etiquette and governance arrangements are embedded within the process of developing any new ways of working.



4. Make Better Use of Data

Some elements of the information we hold is duplicated across a number of service areas. Better use of this data may include the potential to allow more efficient use of data, with ‘tell us once’ ability.

Furthermore, the data we hold is a valuable resource in helping us to understand, learn, and develop. The ability to do this is also reliant on having the right tools and training to interrogate the data.



5. Improve Performance and Security

The ability for most of the above themes to occur is reliant on a sound ICT infrastructure being in place. This includes ensuring resilience to a range of risks and ensuring the continued health and security of all of our ICT assets – including data.

ICT Strategic Principles

1. Business Transformation



Improve user experience of our digital services

We will develop the digital provision of services where this is seen as a desire of those that use our services.

The ability to access services, contact us, or report something outside of a 9am to 5pm, Monday to Friday window is a growing expectation.

Web provision of services will be maximised and where possible our systems will be integrated to increase the efficiency of our processes.

Deliver multi-channel services which are accessible to all

We recognise that not everyone wants to contact us online or through social media, but these are important areas of development for us.

We also understand that others may wish to contact us through more

traditional methods such as face-to-face or telephone.

In the provision of our services we want to ensure that there is the widest choice available for people to access our services and through a medium that they feel comfortable with.

We also want to embrace the growing use of technology and ensure that this method of provision also provides the standard of service that our users expect.

Ensure that services can evolve based on user experience

We value the views of our service users and always encourage them to give us feedback on their experience in order that we can improve, or further develop areas of good practice. This is from the perspective of both internal and external service users.

We will ensure that any functionality development requirements are discussed with our system providers and where possible we will ensure that we have an input in to areas of development through such methods as system user groups and forums. This will be undertaken by our System Champions.

As systems are developed by our providers, we will ensure that the latest versions are available to our system and service users and that any additional functionality is enabled where this is considered beneficial.

Help to deliver more joined up/end-to-end services

We will endeavour to ensure seamless service provision for our users. Whilst we may operate a number of separate systems across the council, this should not impact on our users in their interactions with us.

We will seek to nurture a 'tell us once' approach across services. To enable this, where possible we will look to interface systems, or where this is not possible develop alternative processes that enable this to happen internally, rather than expecting our users to interact with multiple service sections to provide the same information.

In doing this we will look at our processes to ensure that we are working in the most efficient manner possible, and avoiding any duplication in work.

2. Grow the Right People, Skills and Culture



Establish principles on how best to organise digital data and technology in departments

We will review corporately how best to structure digital data corporately in the medium term, with an eye on the longer term technological developments in ICT, and future possibilities.

Part of this review will examine any appetite for a corporate approach to Customer Relations Management (CRM) and Document Management (DM) and enhancing our operations in this respect.

Additionally we will look at the tools that we use to access and create such data across departments, and how this is best organised from an infrastructure perspective, bearing in mind system requirements within the confines of what our system suppliers can provide.

The type of user hardware provided within services and how this is managed and procured will also be considered in order to ensure consistency across service areas and to avoid any pockets of obsolescence.

Build ICT skills amongst all staff

We will actively look to maximise use of the functionality of all systems, be they generic microsoft office packages or service specific systems. It is inevitable that this will necessitate staff training and this will be encouraged.

We will actively develop the basic ICT skill set of our staff through our corporate staff training plans, funded centrally. This will largely be initiated through requirements identified in our performance appraisals, or a recognised corporate need.

Where system specific training is required, this will be identified through staff appraisals and through interactions with staff by our System Champions.

Such training and skill enhancements would be funded at a service or departmental level, unless particularly generic or widespread to merit being corporately funded.

Wherever possible the cascading of training will be encouraged through the System Champion or an alternative member of staff where applicable.

Investment in the skill set of the ICT team

As a service area of fast paced developments it is important that they keep abreast of the latest trends and changes. This includes being 'alert' to some of the developments that there may be on some of the service systems – and it is for the System Champions to ensure that the ICT team are kept informed.

Much of the training of staff within the ICT team will be highly specialised and would be funded from the section's training budgets. Where such training is required as a result of a service system, this would generally be funded by the service.

All staff within the team will be encouraged to attend relevant training and conferences to ensure that skills are kept up to date, and to ensure that they are able to look towards future developments and their potential impact on this council.

Help to embed digital tools and techniques in to all services

As referred to several times throughout this document, each service system is assigned a System Champion. As part of the process of service development, it is important that the System Champion keeps their Head of Service fully informed of system functionality.

Such functionality can change from release to release, and so it is important that such changes are fully understood and where beneficial, are embraced and supported by the Head of Service.

There are instances where there may be the need for further investment within the service or in the system in order to enable full functionality, or to integrate with other service areas.

Such costs may result in the need for a request to be made through the capital bid process, or if the costs cannot be fully met within existing revenue budgets, then a revenue budget growth item may need to be requested.

Whilst a request or bid for funds may be submitted, this will ultimately need the support of management team and members.

Where feasible, support will be given for the development of our systems and encouragement is given for maximised use of the functionality of our systems.

There is a danger that a service system may be used only as a database, without regard to its full potential functionality

Digitisation of a process by a service will look to review all transactions within a process, with the avoidance of merely replicating existing manual processes.

Attendance at User Groups by System Champions is to be encouraged so that best practice can be shared and contacts at other authorities established.

Develop corporate policy based on service user research

We will ensure that corporate policy and our services are developed hand in hand. This will avoid any disparity in what our service users want from us, and how are policies are developed and reviewed.

As our digital provision expands to meet service user needs and requirements, so we must ensure our governance arrangements are updated to reflect the realities of the changing way in which we actually provide our services.

These two elements of service user demands and policy development need to work in tandem – but within a reasonable boundary considering wider governance issues.

3. Build Better Tools, Processes and Governance for Officers



Corporate approach to technology provision

We will ensure that the technology that is provided is fit for purpose and compatible across platforms.

We will ensure that the ICT team is always involved in any proposals to develop or change the manner in which we provide our services in order to ensure that the wider implications

from a corporate ICT perspective are considered.

There may be some projects that are undertaken which have wider implications for the way we work as a council as a whole, requiring decisions to be made that can impact across a range of services. In such instances our management team will guide the corporate approach to be taken.

Consistency across services in basic ICT provision allows a greater level of interoperability. This will allow us to work to using our data in a much more seamless manner, across services.

Whilst we have few remote sites, we will ensure that the level of service provision with regard to basic system availability and general functionality is consistent with that of our main offices.

Design of spaces enables digital provision of services

We will ensure that the way our work spaces and meeting rooms are modelled and changed are done so in a way to ensure better digital working.

We are aware that across government greater transparency of our decision making processes can encourage greater engagement by our service users.

Whilst we already encourage people to attend our public meetings we recognise that many people would prefer to access such information remotely and there may be growing demand for us to provide for this.

As technology develops we also recognise that our staff and members will require greater flexibilities as to how and where they access data and systems – not necessarily just within the constraints of our offices.

Our challenge is to look to enable this but within a secure environment.

Intensified digital provision of our services and the potential of sharing data to a larger extent across systems may result in different working relationships developing between service areas – ones that may not necessarily follow our traditional departmental structures. There is potential that this may need to be reflected in how we are organised within our offices.

Equipment matching task and work location needs

Many of our staff work away from the office environment.

We will review the tools that our staff have available to them to do their work, and wherever reasonably possible we will look at what can be facilitated to allow them to process data once, at source. This may in some instances require the use of location-independent tools and equipment.

This may present challenges around security and also there may be challenges around what individual service systems are actually capable of.

There is a risk of perceptions that one service area is being given remote access tools, whilst another is not – when such restrictions may be due to the capabilities of different systems.

As the equipment we use changes, so we will need to ensure that the necessary infrastructure is in place to allow full functionality, which may mean increased Wi-Fi provision as an example.

Look to replicate best practice

We always look to improve how we operate across all services by looking for feedback and also comparing

ourselves to how others provide their services.

Likewise we are also keen to share our own experiences and best practice with others.

Examples include the various system user group meetings that services attend and also the regional service head meetings.

We also take seriously any reviews that are undertaken of our systems and processes. These come under a range of guises and include internal and external audit reviews, PSN inspections, Pen testing and reviews from others such as SOCITM with regard to our website and also GovRank.

We will continue to act on any recommendations that we receive through any formal inspection and review regimes and of course from our internal and external auditors.

4. Make Better Use of Data



Sharing of data

We will seek to make better use of the data that we hold and gather, through the sharing of data between service systems where possible in order to

help nurture a 'tell us once' approach across services.

We will also encourage the sharing of data across services where it is recognised that this may provide added clarity in helping to develop services and understanding our customers and their demands.

We will also seek to embrace any opportunities that may become evident from the Digital Economy Act, and likewise meet any associated obligations.

Make better use of data to improve decision making

We hold large amounts of data regarding our services and how they are used, but we do not always utilise such data to its fullest potential in formulating policy and assisting us in our decision making.

We will seek to maximise use of our data in the decision making process. In doing this we recognise that there may be some training required for specific pockets of staff in the interpretation of data within context.

We will also look to ensure that the data that we do collate is fit for purpose and that we only hold and record that which will be of use, now or in the future.

We will aim to have a collation of pertinent key corporate data released internally to help draw together our service areas and better inform management. Where ever possible we will look to automation and maximisation of system functionality to facilitate this.

Using data securely and appropriately

We will provide further training to staff on the appropriate use of data, and

data security. This will include guidance on best practice in relation to collection, storage, access and analysis.

This will become particularly important with the substantial changes from the General Data Protection Regulation (GDPR).

We will continue to uphold our duty to keep personal and sensitive data safe and secure and ensure that our staff understand the ethics of data sharing - including what is and is not permissible.

Improve availability and use of data discovery tools

In making better use of our data, we need to initially ensure that we have the right tools in place to enable this. Part of this will involve ensuring that we maximise functionality of our existing systems in order to access meaningful data – a key role of our System Champions.

We will also seek to improve what and how we publish as part of Open Data, Data Transparency and Freedom of Information.

Both internally and externally we will seek to make data easier to find and use and also look to make it available in consistent structures and formats.

Data storage and management

Whilst we have made sizeable investment in how we manage and store our data, we will continue to seek to review and be innovative in our approach.

Technological advances can be vast over a relatively short time frame and we must ensure that we continue to develop how we operate.

Coupled with this and the continued security of our data we will continually

review our disaster recovery plans to ensure that they are fit for purpose.

The management of our data is likely to attract greater scrutiny under GDPR and we will ensure we meet what is required of us.

5. Improve Performance and Security



Resilience

As a matter of course the Council has a number of procedures and technologies in place to protect the Council's ICT infrastructure.

There have been a number of recent high profile cyberattacks and whilst this council has not been directly affected, it is inevitable that there will be future cyberattacks, which will become more sophisticated and harder to deal with.

Good practice, user training and the introduction of new technologies will help to ensure that we are kept secure in the future.

The more recent investment in our ICT infrastructure will help to ensure resilience across our services and greater flexibilities in recovery.

These recent changes have also built our resilience with regard to capacity for the foreseeable future. However, we will continue to review technological changes and best practice.

Disaster Recovery/Business Continuity

We will ensure that we have processes in place to allow us to continue the provision of services, where possible, in the event of a disaster or where an element of our infrastructure, or that of a third party fails.

Each individual service area will ensure that there are alternative methods of service provision, with adequate controls, available should our ICT provision fail.

Our more recent investment in our infrastructure facilitates added flexibilities around business continuity, but we will seek to maximise the potential to extend this for disaster recovery.

We will seek to work with other local authorities if this were to offer itself as part of our solution as we continue to improve and examine options that are available.

Information/Data Governance (GDPR)

We are working to prepare for the General Data Protection Regulation (GDPR) coming in to force on 25 May 2018.

As previously mentioned we are looking to use our data more intelligently and GDPR compliance requirements may help us in achieving better engagement with the public.

GDPR will require us to gain a better understanding about the data we hold and what it can, and can't be used for.

Requirements like the right to be forgotten and data portability will mean that we will need to pinpoint exactly how data travels through the council and we will need to have processes in place to transfer or remove it on request.

GDPR will bring significant changes in the way we use and manage our data and we will ensure that we embrace the requirement made of us, and where possible take these changes as a positive opportunity, potentially being a catalyst for some of our proposals within this strategy.

Security/PSN/IT Health Checks

We will continue to ensure a sound level of security around our systems, data and network.

Our policies stipulate how we will ensure this and we will ensure that all staff and members are conversant with our requirements.

We recognise that security also needs to be measured around risk and usability.

The Public Services Network (PSN) is the government's high-performance network, which helps public sector organisations work together, reduce duplication and share resources.

Our use of this network requires us to gain a PSN connection compliance certificate, one element being the completion of a Code of Connection (CoCo). We will continue to abide by the requirements of PSN to ensure our connection continues.

We will continue with regular vulnerability and penetration testing in order to help us find potential weaknesses.

Recent Achievements

We have played a major part in the development of our ICT infrastructure and through helping services through the implementation and upgrading of various systems. Some of our achievements over the past 3 years are listed below.

- Successfully implemented converged infrastructure, reducing the number of physical servers used by the council This in turn reduces the electricity used.
- Provided significant ICT involvement in successful General and EU referendum elections.
- Successfully migrated from Active Directory 2003 to Active Directory 2008, with very little user disruption.
- Expanded and enhanced the council's social media footprint.
- Successfully implemented and rolled out of a secure mobility solution for both officers and members.
- Worked closely with the DWP to help ensure that the Job Centre move into the council's offices was as smooth as possible.
- Provided a secure infrastructure for the Authority's users.
- Provided a highly responsive user support experience

Responsibilities

Provided here are the details of responsibilities around ICT software, systems and infrastructure.

The driver of any system development always rests with the relevant service area and a Systems Champion is allocated within services to help push the use of systems to gain the maximum value for money and to ensure that they are used to their fullest potential.

Such service staff are responsible for corresponding with the relevant software providers and for ensuring that systems are operating at the latest versions and that added functionality at each release is fully communicated to users. They are also responsible for attending any associated user groups and ensuring our input in to any system developments were possible.

The provision of the ICT infrastructure and availability of the same is the responsibility of the ICT team. Support is provided with regard to service software/systems in the installation of upgrades, implementing new platforms, decommissioning old systems and ensuring the smooth day to day running of all systems.

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF CULTURAL AND LEISURE SERVICES SYSTEM RESPONSIBILITIES						
Legend	Sports management system	Legend Club Management Systems	Community Leisure Facilities and Sports Development Manager	1.02	1.02	YES
Food Heaven Website	Food Heaven Website	Wordpress/In house	Tourism and Events Officer	4.9.6	4.9.6	NO
Wedding Heaven Website	Wedding Heaven Website	Wordpress/In house	Tourism and Events Officer	4.9.6	4.9.6	NO
Visit Ribble Valley Website	Visit Ribble Valley Website	Wordpress/In house	Tourism and Events Officer	4.9.6	4.9.6	NO

Responsibilities

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF ENGINEERING SERVICES SYSTEM RESPONSIBILITIES						
VTLive	Real-time Vehicle CCTV System	Vision Techniques UK Ltd	Head of Engineering Services/ Refuse/Transport Manager	1.0.3.19	1.0.3.19	NO
963 Heating System	Heating System	Trend Control Systems	Principal Surveyor	3.4	3.73	NO
GGP	Geographical Information Systems	GGP Systems Ltd	GIS Technical Officer - Custodian	GGP 2009 3.0.5.7	GGP 2009 V4 Rev19787	NO
LLPG	Local Land & Property Gazetteer	GGP Systems Ltd	GIS Technical Officer - Custodian	GGP 2009 3.0.5.7	GGP 2009 V4 Rev19787	NO

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF ENGINEERING SERVICES SYSTEM RESPONSIBILITIES						
Chipside	Car Parking System (Externally Hosted)	Chipside Ltd	Engineering Services Manager	V4	V4	YES <i>Lancashire Consortium</i>
HikVision iVMS-4200	CCTV Monitoring	Hangzhou Hikvision Digital Technology Co Ltd	Engineering Services Manager	2.7.1.4	2.7.1.4	NO
Trade Waste Database	Trade Waste Database	In House	Engineering Services Manager	-	-	NO

Responsibilities

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF ENVIRONMENTAL HEALTH SYSTEM RESPONSIBILITIES						
Connie	Business Continuity	Grace Governance Solutions	Emergency Planning Officer	3.00.02.13579	New Web based product	NO
BC Explorer	Building Control Web Portal	Northgate	Principal Building Control Surveyor	2.3.0.7	New Product Assure	YES
APP (Environmental Health)	Environmental Health	Civica UK	Head of Environmental Health	8.2.0	8.6.0	YES
M3 Building Control	Building Control System	Northgate	Principal Building Control Surveyor	8.18.0.1	9.2.0.13	YES

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF FINANCIAL SERVICES SYSTEM RESPONSIBILITIES						
Financials	Integrated financial information management system. Includes GL, Debtors, Creditors, Purchasing, Reporting and Bank Reconciliation	Civica UK Ltd	Head of Financial Services/Systems and Payments Manager	16.0.01	18.5 (web version)	YES
Chris21 – Payroll/HR	Integrated payroll and human resources management system - Payroll Element	Frontier Software Plc	Head of Financial Services/Systems and Payments Manager	8.13.9	8.13.12	YES
Grace	Risk management system	Grace Governance Solutions Ltd	Head of Financial Services/Senior Auditor	1.04.04	New Web Based Product	NO
Jadu	Corporate Website CMS	Jadu	ICT Manager/CRM and Web Development Officer	13.10.0	17.9.3	YES

Responsibilities

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF FINANCIAL SERVICES SYSTEM RESPONSIBILITIES						
BACS	BACS	Automated Payment Transfer Limited	ICT Manager	1.1.200.20	1.1.200.20	NO
General Stores	Stores issues and receipts	In-house	Head of Financial Services/ Accounting Technician	-	-	NO
Ribble Valley Promotional Website	Ribble Valley Promotional Website	Wordpress/In house	Head of Financial Services/ ICT Manager	4.9.5	4.9.6	NO
TF Facility	Integrated modular system covering aspects of property management. We have the core framework, condition survey module, estates management module, valuations module, capital accounting and plant register	The Technology Forge Ltd	Head of Financial Services/ Senior Accountant	5.04.28	5.08.07	YES

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF HR SYSTEM RESPONSIBILITIES						
Snap	Survey Software	Snap Surveys Ltd	Principal Policy & Performance Officer	11.11	11.22	NO
Pentana Performance	Performance Management	Ideagen PLC	Principal Policy & Performance Officer	15.0	15.0	YES
Chris21 – Payroll/HR	Integrated payroll and human resources management system - HR Element	Frontier Software Plc	Head of HR	8.13.9	8.13.12	YES
Desktop	Corporate Telephone Solution	Philips/Zeacom	Head of HR	5.0.20.8	5.0.20.8 Updates no longer being produced	NO

Responsibilities

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF HR SYSTEM RESPONSIBILITIES						
Dictaphone	Central Dictation System	Nuance	Head of HR	Build 6.5.0 patch 37	Build 6.5.0 patch 37 Updates no longer being produced	NO
TimeWare	Workforce Time Management System	Timeware UK Ltd	Administration and Licensing Officer	16.1.1	18	NO

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF LEGAL AND DEMOCRATIC SERVICES SYSTEM RESPONSIBILITIES						
Elreg	Electoral Registration	Idox Information Solutions Ltd	Head of Legal and Democratic Services/Electoral and Licensing Officer	4.8.5.15	4.8.5.15	YES
Sems	Elections Management	Idox Information Solutions Ltd	Head of Legal and Democratic Services/Electoral and Licensing Officer	4.8.5.15	4.8.5.15	YES
Selcheck	Postal Vote Verification	Idox Information Solutions Ltd	Head of Legal and Democratic Services/Electoral and Licensing Officer	4.8.5.15	4.8.5.15	YES
Lalpac	Licensing System	Idox Information Solutions Ltd	Head of Legal and Democratic Services/ Administration and Licensing Officer	4.16.1.3	4.16.1.3	NO

Responsibilities

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF LEGAL AND DEMOCRATIC SERVICES SYSTEM RESPONSIBILITIES						
Lalpac Enterprise	Licensing Web Portal	Idox	Head of Legal and Democratic Services/ Administration and Licensing Officer	1.5.0.41	1.7	NO
APP (Land Charges)	Land Charges	Civica UK Ltd	Head of Legal and Democratic Services/Land Charges Officer	8.2.0	8.2.0	YES
Mogo	Taxi Licence Plate Software	Mogo	Head of Legal and Democratic Services/Electoral & Licensing Officer	6.2.1.6	6.2.1.6	NO

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF PLANNING SERVICES SYSTEM RESPONSIBILITIES						
M3 (Planning)	Planning System	Northgate	Head of Planning Services	8.18.0.1	9.2.0.13	YES

Responsibilities

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF REGENERATION AND HOUSING SYSTEM RESPONSIBILITIES						
Homelessness Database	Homelessness Database	Peter Lally and Associates	Housing Strategy Officer	-	-	NO
Locata	Homelessness Prevention and Advice	Locata Housing Services	Housing Strategy Officer	Unknown: hosted	Unknown: hosted	Unknown
Planning Consultation Database	Planning Consultation Database	In house	Assistant Planning Officer	-	-	NO

System Name:	Brief Description:	Company:	System Champion:	Version Being Used:	Latest Available Version:	User Group Exists?:
HEAD OF REVENUES AND BENEFITS SYSTEM RESPONSIBILITIES						
Achieve Service	CRM System	Firmstep Ltd	Head of Revenues and Benefits/Customer Services Supervisor	Hosted so latest version	n/a	YES
MacFarlane	CRM Telephony	Macfarlane Telesystems Ltd	Head of Revenues and Benefits/Customer Services Supervisor	5.6.0.14	Contact+	NO
Icon	Cash Receipting, Web Payments, Telephone Payments	Civica UK Ltd	Head of Revenues and Benefits/Senior Cashier	16.2 <i>(Required to upgrade once every 2 years)</i>	17.0	YES
Iworld	Revenues & Benefits	Northgate Public Services (UK) Ltd	Head of Revenues and Benefits/Benefits Manager	6.17.01 <i>(Updates approx. 4 times per year)</i>	6.17.01	YES (Chair NW User Group)

CULTURAL AND LEISURE SERVICES ICT ACTION PLAN

Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Facilitate online payments for services	Colin Winterbottom	2018/19	Further scoping work would be needed corporately		NO
Network connection upgrade between Ribblesdale Pool, Platform Gallery and the Council Offices.	Colin Winterbottom	BT have announced that the EPS8 Circuits will no longer be provided as of 2020 and therefore need replacing before then.	Installation costs for each of the 2 sites is estimated at £8,505 at this stage. There would be an annual fee after 3 years of £1,846 per site.	No barriers. However, if present connectivity fails there are no further replacements for the outdated system. Therefore both sites would have to operate completely paper based systems which is neither practical or reasonable	NO

ENGINEERING SERVICES ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Facilitate online payments for services	Adrian Harper	2018/19	Further scoping work would be needed corporately		NO
Integrate the LLPG address data with all departments that use addresses, creating one centralised database.	Andrew Gilligan	2020/21	Support from internal ICT Team and also software providers. Potential costs associated with the integration with other systems and APIs.		NO
Update the current GIS infrastructure (move from paid service to free open source software) and expand the user-base internally and interactions through the council website.	Andrew Gilligan	Multiple stages Could take up to 2 years for full change	Support from internal ICT Team. Potential costs from external consultants if unable to carry out all work internally. There may be associated infrastructure costs – but also savings from moving to open-source software.		NO

Action Plan

ENVIRONMENTAL HEALTH ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Upgrade FLARE to the latest version	Ken Robinson	End of 2018	Access to staff in order to train them on the changes in working procedures. Potential that there may be the cost of FLARE consultants.		NO
More specific allocation of security levels in FLARE	Ken Robinson; Adele Little	End of 2018	Training requirement in how the system is intended to work.		YES Being met from existing revenue budgets
Upgrade of Oracle to allow migration to Assure 1.7.3	Geoff Lawson	End of 2018	ICT Team Planning Team		YES Part of planning system capital scheme 2018/19: £30,200

ENVIRONMENTAL HEALTH ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Connecting online request for service to the Flare system and payment acknowledgment.	Ken Robinson; Adele Little	End of 2019	Potential costs in providing links between website and Flare.		NO
Using data for planning services (FLARE) – targeting inspections on risk based criteria	Ken Robinson; Adele Little	End of 2019	Potential costs in upgrading system and training		NO
Upgrade of Northgate to allow support of newest version	Geoff Lawson	End of 2019	Costs in upgrading system		YES Part of planning system capital scheme 2018/19: £30,200
iPads with access to systems for mobile workers	Heather Barton	Potentially 2021	Potential costs in providing supporting infrastructure to allow access on-site	Signal and coverage in borough. Security Risks	NO

Action Plan

FINANCIAL SERVICES ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Review whether future hardware replacement may be better as laptops for staff such as accountants and auditors.	Lawson Oddie	Ongoing – as required	To be met from existing equipment and materials budget.		YES Would be met from existing revenue budgets
Business Objects: Provide training to those with access to Financials Business Objects reporting (web version)	Lawson Oddie	September 2018	Staff time		NO COSTS
Provision of training to relevant staff on the use of the Civica Financials system	Lawson Oddie	Ongoing – as required	Staff time		NO COSTS

FINANCIAL SERVICES ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
<p>Civica Financials: upgrade to web version</p> <p>Including training of all staff on use of the system.</p>	Lawson Oddie	Start August/September 2018 (December 2018 Civica deadline) – continuous upgrade to latest version thereafter	ICT Team Approved in the capital programme £46,420 (2018/19)	<p>Availability of Civica staff for upgrade</p> <p>Availability of ICT Team for upgrade</p> <p>Issues identified during testing</p>	<p>YES</p> <p>Civica System Upgrade capital scheme 2018/19: £46,420</p>
<p>General Ledger: Use of allocation tables to automate recharging between cost centres during the year, and at year end.</p>	Lawson Oddie	December 2018	Staff time		NO COSTS
<p>Social Media and Web: Improve Social Media and Website reporting to Directors and Heads of Services through production of monthly update report on statistics/usage to help drive relevant content</p>	Lawson Oddie Mark Cookson/Alice Hydes	March 2019	Staff time		NO COSTS

Action Plan

FINANCIAL SERVICES ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Purchasing: Review possibility of using 'Punch Out' functionality to link to various frameworks/external sites and allow seamless procurement.	Lawson Oddie Amy Johnson	March 2019	Staff time Input of time from external supplies		NO COSTS
General Ledger: Improve use of analysis levels to help in speeding up the closedown process and production of the Statement of Accounts	Lawson Oddie	March 2019	Staff time		NO COSTS
Purchasing: Develop use of the Purchasing System to enable use of Request For Quote (RFQ) functionality.	Lawson Oddie Amy Johnson	December 2019	Staff time		NO COSTS
Creditors: Improve level of supplier data recorded on commercial creditors to allow better reporting on spend and clearer distinction as a 'supplier'.	Lawson Oddie Val Taylor	Continuous - March 2020	Staff time		NO COSTS

FINANCIAL SERVICES ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Debtors: Emailing of invoices and recovery letters	Lawson Oddie Val Taylor	March 2020	Staff time		NO COSTS
Upgrade/refresh of corporate website - website styling, best practice and functionality	Stuart Haworth	March 2020	ICT Team Approved in the capital programme £30,000 (2019/20)		YES Corporate Website Upgrade capital scheme 2019/20: £30,000
Corporate Firewall: enhance the firewall/internet gateway	Stuart Haworth	March 2020	ICT Team Approved in the capital programme £15,000 (2019/20)		YES Corporate Firewall capital scheme 2019/20: £15,000
Creditors: Review costs and technology improvements around intelligent scanning with a view to potential implementation.	Lawson Oddie Val Taylor	March 2021	Based on current costs this could potentially be around £30,000-£40,000. A more detailed specific quote would be needed.	Costs continue to be at their current high level	NO

Action Plan

FINANCIAL SERVICES ICT ACTION PLAN

Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Creditors: Look further in to Supplier/Creditors portal and also potential for use of supplier e-invoicing for larger suppliers.	Lawson Oddie Val Taylor	March 2022	Likely costs from Civica Further scoping work would be required closer to the deadline		NO

HR ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Explore options to use recruitment module of CHRIS21	Head of HR	September 2018	May be additional costs for access to the module	Module may not improve recruitment process – may increase administrative burden. May be issues if we try to link to Jadu.	NO
Review options to redesign Jadu online application form	Head of HR	September 2018	Previous quote for changes was for around £8k – additional budget would be required	No current budget approval	NO
Replace Dictaphone system	Head of HR	March 2019	No specific budget available at present so may be additional costs	Machine no longer supported after July 2018. No backup system in place	NO However may be able to be met from existing revenue budgets or included as part of the capital scheme to replace the central telephone system

Action Plan

HR ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Replace central telephone system	Head of HR Head of Revenues and Benefits ICT Manager	March 2019	Resources currently approved under the capital programme	Current system no longer supported	YES New Council Telephone System capital scheme 2018/19: £45,000
Enhance and develop Microsoft Office skills for staff	Head of HR	March 2019	Will be funded from current corporate training budget	Failure to update and develop skills may lead to inefficiencies	YES Would be met from the existing revenue budget for corporate training

LEGAL AND DEMOCRATIC SERVICES ICT ACTION PLAN

Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Investigate the potential use of such infrastructure as the system	Diane Rice	Further scoping work needed	Initial purchase of the system and ongoing revenue costs/support	The cost of the scheme is deemed too high	NO

Action Plan

PLANNING SERVICES ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Increase use and functionality of Northgate/M3 system	Lesley Lund	December 2018	Potential additional training costs	Availability and access to trainers. Also the installation of the updated system.	NO
Review existing Northgate/M3 System and update to new grade/system Introduction of Planning Portal Link to enable back office information	Lesley Lund John Macholc	March 2019	Capital programme – scheme approved in slippage ICT Team	IT Support staff availability and Northgate /M3 staff availability.	YES Planning system capital scheme 2018/19: £30,200
Install a more efficient microfiche scanner	Lesley Lund	March 2019	Covergold scanner costs £3,900	Cost/available budgets	NO

PLANNING SERVICES ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Continuous review of software providers and update systems	Lesley Lund	2019/20 and then Continuous	Potential of future costs	ICT team capacity and other staff capacity	NO
Review Planning Officers efficient use of ICT/web engagement and install system of 'twin screens'	Stephen Kilmartin	March 2020	ICT Team Cost of 8 screens and connection – current cost would be approximately £600		YES Would be met from the existing revenue budget for equipment and materials
To progress towards a paperless office	John Macholc	2019/20 and then Continuous	Potential cost of laptops/iPads for all senior officers	Connection to WiFi outside offices/remote access	NO
Review of information on web to increase publicly available data	John Macholc	March 2021 and ongoing	Scanning facilities and software, kit and storage issues		NO

Action Plan

REGENERATION AND HOUSING ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Introduce and implement a new Homelessness Reduction Act system for Housing Services	Rachael Stott	July 2018	Cost of system Training costs ICT Team	Loss of existing information on transfer Delays in training	YES To be met from Homelessness Reduction Grant received for this purpose
Develop Web Form for Local Plan Review Feedback (if not possible then explore bespoke of packaged solutions)	Colin Hirst	March 2019	Cost of system and system if not possible through web-form Officer time	Availability of development capacity Package solutions over complex for our needs	NO COSTS If can be done using web-forms
Develop Web Form for self-build/custom build register submissions	Rachael Horton Rachael Stott	December 2018	Cost of system and system if not possible through web-form Officer time	Cost of system to extent of register may be unviable Confidentiality	NO COSTS If can be done using web-forms

REGENERATION AND HOUSING ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Develop Web Form for initial Disabled facility Grant (DFG) applications (project process and means test to be done separate from application stage)	Lynn Walmsley	March 2020	Officer time Development of system – costs unknown	No package available Lack of knowledge of systems Confidentiality	NO COSTS If can be done using web-forms
Consolidate property databases (Commercial) to provide monitor for available property in Ribble Valley	Amy Holden	October 2019	Unknown	Available skills to develop system Risk that task overtakes value of the product.	NO COSTS If can be done using database that can be published on the website
Housing land monitoring and delivery database	Rachel Horton Diane Neville	November 2020	Unknown costs Officer time to develop relevant system requirements and review available packages	Maintenance of system complexity of differing information sources Ongoing licence/survey	NO COSTS If can be done using database that can be published on the website
Explore the use and introduction of mobile technology for visiting officers (housing). Digital application forms/transfer of data.	Rachael Stott	March 2020	Officer time to review and appraise opportunities	Competing time demands	YES To be met from Homelessness Reduction Grant received for this purpose

Action Plan

REVENUES AND BENEFITS ICT ACTION PLAN					
Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
eBilling - Northgate	Mark Edmondson	None	Module from Northgate £12,000 per annum	No business case Government no longer intend this to become mandatory – however, the Government remains committed to modernising the billing process and encourages those billing authorities which currently don't offer electronic billing to continue to develop this capability	NO
Online claim forms Northgate	Mark Edmondson	None	Module from Northgate – Price unknown	No business case	NO
Online forms Firmstep - Driven by individual service needs and contact centre.	Mark Edmondson	None	ICT Team Further scoping work would be needed corporately	Individual departments need to identify demand and business case	NO In some cases there may be no cost – would be driven by individual service needs

REVENUES AND BENEFITS ICT ACTION PLAN

Action:	Responsible officer:	Potential Target Date:	Resources needed if approved:	Potential barriers/risks	Financial Resources Already Approved?
Corporate Document Management System	Would require a corporate approach	None	Further scoping work would be needed corporately	Cost	NO

RIBBLE VALLEY BOROUGH COUNCIL

REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No 7

meeting date: 19 JUNE 2018
title: PROMOTIONAL WEBSITE
submitted by: DIRECTOR OF RESOURCES
principal author: LAWSON ODDIE

1 PURPOSE

1.1 To seek approval from members of the council's new promotional website.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives – none identified
- Corporate Priorities - to continue to be a well-managed Council providing efficient services based on identified customer need.
- Other Considerations – none identified.

2 BACKGROUND

2.1 As part of the work of the council's Communications Working Group members considered that a separate promotional website was needed for the council.

2.2 It was agreed that such website would be overarching across all of the council's other websites and would have more of a signposting function, directing visitor traffic to our own sites and also those of other external bodies. The existing corporate website (www.ribblevalley.gov.uk) would remain as the council's main website.

2.3 Following much work across a number of service areas a functional website has now been created and will be demonstrated at the meeting.

3 PROMOTIONAL WEBSITE

3.1 The promotional website has been produced using the themes of:

- LIVE – This theme examines a number of areas associated with living in the borough and is further broken down across the following subject areas:
 - Education
 - Homes
 - Employment
 - Community
 - Amenities
 - Nearby
- WORK – This theme examines areas of interest to businesses already in the area, those wanting to relocate to the borough and also those wanting to expand. This theme is further broken down across the following subject areas:
 - Connected
 - Starting
 - Growing
 - Support
 - Locations

- PLAY – This theme looks at the borough as a visitor destination. This theme is further broken down across the following subject areas:
 - Places
 - Enjoy
 - Stay
 - Taste
 - Weddings
 - Events

3.2 The website has been demonstrated to the Communications Working Group and was fully endorsed by them.

3.3 Following approval by Policy and Finance Committee, the website will be made live with the registered domain name of www.theribblevalley.org.uk

3.4 The website will be monitored and updated regularly, however it has been produced in a way to minimise duplication of content through links to our other websites and those of third parties, where the bulk of content will be reviewed and updated.

4 CONCLUSION

4.1 Following the creation of the Communications Working Group a new promotional website has been produced.

4.2 A demonstration will be provided at the meeting of Policy and Finance Committee.

4.3 Subject to approval the website will go live with the registered domain name of www.theribblevalley.org.uk

5 RISK ASSESSMENT

5.1 The approval of this report may have the following implications:

- Resources – There are no additional costs from the approval of the new promotional website as the minimal costs involved can be fully met from existing revenue budgets.

Whilst there have been no new budget requirements, the creation of the website and its content has resulted in a large one-off staffing resource across a number of service areas being focused on this project.

- Technical, Environmental and Legal – Functionality will be kept under review. The website has been developed to ensure accessibility across all devices.
- Political – None.
- Reputation – None
- Equality and Diversity – Equality and diversity issues have been examined as part of the development of the website. New EU accessibility requirements may have an impact in future years.

6 RECOMMENDED THAT COMMITTEE

6.1 Approve the new promotional website.

HEAD OF FINANCIAL SERVICES

DIRECTOR OF RESOURCES

PF39-18/LO/AC

11 June 2018

RIBBLE VALLEY BOROUGH COUNCIL
REPORT TO POLICY AND FINANCE COMMITTEE

DECISION

Agenda Item No 8a

meeting date: 19 JUNE 2018
title: REFERENCE FROM COMMUNITY SERVICES COMMITTEE –
FIRE PROTECTION WORKS AT LONGRIDGE DEPOT
submitted by: DIRECTOR OF RESOURCES
principal author: LAWSON ODDIE

1 PURPOSE

- 1.1 To consider a reference from Community Services Committee with regard to a request for a supplementary estimate of £8,180 for fire protection works at Longridge Depot.

2 BACKGROUND

- 2.1 Service committees manage their services within the budgets agreed at the beginning of the financial year. The budget was approved by Special Policy and Finance Committee on 6 February 2018 and by Full Council on 6 March 2018.
- 2.2 Any revenue or capital expenditure over and above what has already been approved must be agreed by this Committee.

3 INCREASED REVENUE COSTS

- 3.1 As the 'responsible person' Ribble Valley Borough Council has carried out Fire Risk Assessments of most of the council's current building portfolio. Fire Risk Assessments help identify what we need to do to prevent fire and keep people safe.
- 3.2 As reported to Community Services Committee, the Longridge Depot requires significant works to bring it in line with the Regulations.
- 3.3 The estimated total value of the works is £8,180 and it was suggested at committee that this cost may be able to be funded from earmarked reserves.
- 3.4 It is suggested here that the Repairs and Maintenance earmarked reserve may be the most suitable earmarked reserve to be used, being set aside to meet emergency repairs and maintenance needs.

4 COMMUNITY SERVICES COMMITTEE 22 MAY 2018

- 4.1 Community Services Committee considered a report on the remedial works required after the recent Fire Risk Assessment and a copy of the committee report is attached at Annex 1.
- 4.2 At its meeting Community Services Committee resolved:

That Committee recommend to Policy and Finance Committee approval of a supplementary estimate of £8,180 for the fire protection works at Longridge Depot.

5 RECOMMENDED THAT COMMITTEE

- 5.1 Consider the request for the supplementary estimate of £8,180 with the full amount to be financed from the Repairs and Maintenance earmarked reserve.

HEAD OF FINANCIAL SERVICES

DIRECTOR OF RESOURCES

PF31-18/LO/AC
BACKGROUND PAPERS:

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO COMMUNITY SERVICES COMMITTEE

Agenda Item No.

meeting date: TUESDAY, 22nd MAY 2018
 title: FIRE PROTECTION WORKS – LONGRIDGE DEPOT
 submitted by: JOHN HEAP – DIRECTOR OF COMMUNITY SERVICES
 principal author: ALAN COAR – PRINCIPAL SURVEYOR

1. PURPOSE

1.1 To inform Committee of the remedial works required after recent Fire Risk Assessments.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives – To sustain a strong and prosperous Ribble Valley.
- Corporate Priorities – To help make people's lives safer and healthier.

2 BACKGROUND

2.1 As the 'responsible person' Ribble Valley Borough Council has carried out Fire Risk Assessments of most of their current building portfolio. Fire Risk Assessments help identify what we need to do to prevent fire and keep people safe.

3 ISSUES

3.1 Most of the RVBC buildings require minor works following the Fire Risk Assessments but as these are deemed as minor works they are being accommodated in the repair and maintenance (R&M) budget.

3.2 The Longridge Depot and Over 60's club require significant works to bring them in line with the Regulations. Failure to comply with the Regulations could result in a fine and/or incarceration.

3.3 Works to the Longridge Depot and Over 60's club are classed as statutory works and as such must be undertaken to ensure the safety of the general public and the Council's own employees.

3.4 Responsibility for the Longridge Over 60's Club falls under Policy and Finance Committee and so a separate report will be prepared in respect of that property for Policy and Finance Committee approval.

3.5 Longridge Depot falls under this committee. Detailed below are the elements of statutory works that we are required to undertake and the associated costs.

Required Works	£
Creation of a fire assembly point	90
All furniture does not meet British Standards for fire retardation, needs to be replaced.	600
An automatic fire alarm must be installed, heat detector in canteen and smoke detection in store rooms.	3,390

Required Works	£
External security lighting for the rear fire escape.	150
Electrical wiring to be sealed where penetrating compartment walls to stop the spread of fire.	150
FD30 fire doors to be fitted to the canteen on the first floor (3No.)	1,650
Fire-line boarding to one side of partition between canteen and toilet area	780
Staircase to be enclosed and an FD30 fire door fitted at the bottom of the staircase.	1,250
Power wash rear external staircase	120
Total	£8,180

3.6 Should this committee approve the above works a further report will be needed to Policy and Finance Committee in order to approve a supplementary estimate.

4 RISK ASSESSMENTS

4.1 The approval of this report may have the following implications:

- Resources – Whilst no resources are available elsewhere in the revenue budget to fund the above increase of £8,180, it is anticipated that this cost could be met from earmarked reserves. This would be subject to approval by Policy and Finance Committee.
- Political – The scheme shows the Council as carrying out it's statutory functions
- Reputation – The scheme should only enhance the reputation of the Council
- Equality and Diversity – The Fire Risk Assessments have been carried out in most of the current building portfolio.

5 RECOMMEND THAT COMMITTEE

5.1 Recommend to Policy and Finance Committee approval of a supplementary estimate of £8,180 for the fire protection works at Longridge Depot.

ALAN COAR
PRINCIPAL SURVEYOR

JOHN HEAP
DIRECTOR OF COMMUNITY SERVICES

BACKGROUND PAPERS

None.

For further information please ask for Alan Coar, extension 4514.

REF: AC/COMMUNITY/140518

RIBBLE VALLEY BOROUGH COUNCIL
REPORT TO POLICY AND FINANCE COMMITTEE

DECISION

Agenda Item No **8b**

meeting date: 19 JUNE 2018
title: REFERENCE FROM PERSONNEL COMMITTEE – APPOINTMENT OF FULL
TIME PRE-APPLICATION OFFICER
submitted by: DIRECTOR OF RESOURCES
principal author: LAWSON ODDIE

1 PURPOSE

- 1.1 To consider a reference from Personnel Committee with regard to a request for a supplementary estimate of £13,020 (full year amount) for the appointment of a full time pre-application officer. The post is currently part time, and included on that basis within the budget.

2 BACKGROUND

- 2.1 Service committees manage their services within the budgets agreed at the beginning of the financial year. The budget was approved by Special Policy and Finance Committee on 6 February 2018 and by Full Council on 6 March 2018.
- 2.2 Any revenue or capital expenditure over and above what has already been approved must be agreed by this Committee.

3 INCREASED REVENUE COSTS

- 3.1 The Pre-Application Officer post has been vacant since 18 February 2018 when the last incumbent was appointed to another post within the council.
- 3.2 As reported to Personnel Committee, the post has been advertised twice and on both occasions the applicants did not meet the required criteria to qualify for interview.
- 3.3 It is felt that advertising the post as a full time post will increase the likelihood of attracting the necessary candidates.
- 3.4 The increased cost will be met from increasing pre-application planning fees to gain extra income. Planning and Development Committee will therefore need to agree a revised fee structure.
- 3.5 The increased cost of £13,020 relates to all costs over and above that already budgeted for – and for a full financial year. Current year additional costs would therefore be less, and would be dependent on when the post is filled.

4 PERSONNEL COMMITTEE 13 JUNE 2018

- 4.1 Personnel Committee considered a report on the appointment of a full time pre-application officer and a copy of the committee report is attached at Annex 1.

4.2 At its meeting Personnel Committee resolved:

That Committee approve a change to the Establishment in respect of the hours for the part time Pre-Planning Advice Officer post from 22.5 hours to 37 hours

5 RECOMMENDED THAT COMMITTEE

5.1 Consider the request for the supplementary estimate of £13,020 for a full year with the full amount to be financed from increases in pre-application planning fees. The financial impact for the current year to be brought in to the budget calculated based on the start date of the new post-holder.

HEAD OF FINANCIAL SERVICES

DIRECTOR OF RESOURCES

PF43-18/LO/AC

BACKGROUND PAPERS:

**RIBBLE VALLEY BOROUGH COUNCIL
REPORT TO PERSONNEL COMMITTEE**

DECISION

Agenda Item No.

meeting date: WEDNESDAY, 13 JUNE 2018
title: ESTABLISHMENT CHANGE IN THE PLANNING SECTION
submitted by: JOHN HEAP – DIRECTOR OF COMMUNITY SERVICES
principal author: ROBERT MAJOR – PRINCIPAL PLANNING OFFICER

1 PURPOSE

1.1 To ask Members to approve changes to the Establishment in respect of the Part Time Pre-Planning Advice Officer post in the Planning (Development Management) section.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives – None.
- Corporate Priorities – The provision of adequate and effective staffing resources within Planning enables us to ensure that we are a well-managed Council providing efficient services based on identified customer needs.
- Other considerations – None.

2. BACKGROUND

2.1 The National Planning Policy Framework (NPPF) places great emphasis on “Pre-application engagement” stating (para 41) “*Local planning authorities have a key role to play in encouraging other parties to take maximum advantage of the pre-application stage...*” and “*...they (LPAs) should encourage take-up of any pre-application service they offer*”. As such national guidance within the NPPF is clear that the LPA should be providing a pre-planning application service.

2.2 The post of Part Time Pre-Planning Advice Officer was added to the Establishment following a Council re-structuring exercise in 2011 and has enabled the speedy determination of pre-application responses as detailed in a report that was submitted to Planning Committee in January 2018. The report demonstrated that the average target dates for pre-application responses were being met in all but one (Intermediate) of the application type categories resulting in a reduction in the number of complaints about the delay in replying to Pre-Planning applications.

3 ISSUES

3.1 The Pre-Application Advice Officer post has been vacant since 18 February 2018 when the last incumbent was appointed to another post within the Council.

3.2 The Council has twice advertised a vacancy to fill the post and on both occasions the applicants did not meet the required criteria to qualify for interview. The Council are seeking an experienced planner for the pre-application post as the position requires the occupant to deal with all levels of pre-application enquires and therefore the most suitable and likely candidates will be planning assistants or planning officers looking to make a “step-up” in their career.

3.3 On the two previous occasions that the Council have advertised this position the only applicants have had no planning experience and were seeking to start their planning career in this role. However for the reasons mentioned above this is not considered to be the position for an inexperienced officer.

3.4 It is considered unlikely that the current part time post as advertised will attract an experienced full time planner and is only likely to interest a part time assistant or planning officer from elsewhere, of which there are considered to be very few, thus significantly limiting the number of potential candidates.

3.5 In view of the above it is considered that advertising the position as a full time position is more likely to attract the necessary candidates.

4 FINANCIAL IMPLICATIONS

4.1 The Pre-Application Advice Officer post is currently self-funded with the fee income received exceeding the cost of a part time officer. The extra cost of employing a full time Pre-Application Advice Officer would be £13,020 per year and over the past four years the fee income generated from pre-applications would also cover this additional expense. However, the Council budgets for the additional money received from pre-application fees and therefore the additional £13,020 required for the full time post needs to be found, and the £13,020 represents approximately 30% of the expected budgeted income from pre-application fees (approximate average over past 4 years).

4.2 It is considered that there are potentially three ways which this additional £13,020 could be achieved:

- The full time post would hopefully provide a better and more efficient pre-application service encouraging more applicants to engage in pre-application discussion thus increasing fee income.
- Increasing pre-application planning fees to gain extra income – this would be justified through an improved service on offer.
- Altering the thresholds of the pre-application fee type categories to ensure more higher end fees are received.

5 RISK ASSESSMENT

5.1 The approval of this report may have the following implications:

- Resources – The creation of a full time Pre-Planning Advice Officer post at scale 6 will increase the budget by approximately £13,020 per annum including National Insurance and Superannuation and therefore this additional cost must be funded.
- At present all pre-application enquires are being distributed amongst existing officers and if continued this has the potential to have a damaging impact upon the fundamental role of the Planning Department to deal with planning applications within set deadlines, as well as impacting on the pre-application service itself.
- Technical, Environmental and Legal – No technical, environmental or legal implications have been identified.
- Political – No political implications have been identified.
- Reputation – The Council is currently operating without a Pre-Application Planning Advice Officer and to continue to do so risks the reputation of the Planning Department and the Council if the speed and quality of pre-application responses suffers.

- Equality & Diversity – None identified.

6 RECOMMENDED THAT COMMITTEE

- 6.1 Approve a change to the Establishment in respect of the hours for the Part Time Pre-Planning Advice Officer post from 22.5 hours to 37 hours.
- 6.2 Approve the addition of a new post of Full Time Pre-Planning Advice Officer – scale 6 to the Establishment.

ROBERT MAJOR
PRINCIPAL PLANNING OFFICER

JOHN HEAP
DIRECTOR OF COMMUNITY SERVICES

For further information please ask for Robert Major, extension 4516.

RIBBLE VALLEY BOROUGH COUNCIL

REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No 9

meeting date: 19 JUNE 2018
title: CAPITAL PROGRAMME 2018/19 – HOOK LIFT VEHICLE REPLACEMENT SCHEME
submitted by: DIRECTOR OF RESOURCES
principal author: LAWSON ODDIE

1 PURPOSE

- 1.1 To seek approval from members for a new capital programme scheme request for the current financial year.
- 1.2 Relevance to the Council's ambitions and priorities:
- Community Objectives – none identified
 - Corporate Priorities - to continue to be a well-managed Council providing efficient services based on identified customer need.
 - Other Considerations – none identified.

2 BACKGROUND

- 2.1 Service committees manage their services within the budgets agreed at the beginning of the financial year. The budget was approved by Special Policy and Finance Committee on 6 February 2018 and by Full Council on 6 March 2018.
- 2.2 Any revenue or capital expenditure over and above what has already been approved must be agreed by this Committee.
- 2.3 Due to the timing of the last meeting of Community Services Committee and the urgency with which this vehicle is required, this request has come directly to this committee for consideration rather than as a decision item via Community Services Committee. However, as an action agreed by CMT, the issue was reported verbally to community services committee at their meeting on 22 May 2018, and is minuted as such.

3 CAPITAL SCHEME REQUEST – REPLACEMENT FOR HOOK LIFT VEHICLE PN07 VWG

- 3.1 The ground maintenance section operate a hook lift vehicle (PN07 VWG) which has in the past been considered for replacement as part of the capital programme bidding rounds.
- 3.2 Due to the inability to fund all prospective bids submitted as part of the capital programme bidding rounds, this vehicle replacement was not progressed, with a view to examining alternative ways of working in order to remove the need for the vehicle.
- 3.3 It has since been identified by the Head of Culture and Leisure Services in a report to CMT on 16 May 2018 that it is not possible to implement alternate ways of working that eliminate the need for the replacement of this vehicle.
- 3.4 The current vehicle is a bespoke vehicle and was purchased in 2007. The vehicle is used for delivering the grounds maintenance programme at the cemetery and on various other sites around the borough.

- 3.5 The approximate cost of keeping the vehicle on the road for another year is estimated at approximately £8,000, provided that no further major parts fail. Due to the age of this vehicle and the risk of further parts failing it would need to be replaced in the current financial year.
- 3.6 Should the vehicle fail, the service would need to hire a vehicle and trailer as well as look to involve the refuse service to remove waste material from the cemetery. In its current state, the vehicle is unlikely to last the current season.
- 3.7 This capital scheme request proposes that the vehicle is replaced with a like for like vehicle at an estimated cost of £50,000. This is not provided for within the existing capital programme and as such would require financing.
- 3.8 It is proposed that the vehicle cost is financed using resources from the Business Rates Growth Earmarked Reserve.

4 CONCLUSION

- 4.1 In past capital programme bid reviews the replacement of this vehicle has been declined, with a view to the head of service identifying alternative working practices in order to eliminate the need for the vehicle.
- 4.2 It has now been agreed at CMT, together with the head of service, that a replacement for this vehicle is still needed.
- 4.3 This requirement has been reported to Community Services Committee verbally on 22 May 2018.
- 4.4 Approval is now sought from this committee for the financing of the vehicle replacement.

5 RECOMMENDED THAT COMMITTEE

- 5.1 Approve the capital scheme request of £50,000 for the hook lift vehicle replacement scheme and for this to be financed from the Business Rates Growth Earmarked Reserve.

HEAD OF FINANCIAL SERVICES
PF36-18/LO/AC

DIRECTOR OF RESOURCES

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY & FINANCE COMMITTEE

Agenda Item No.

meeting date: 19 JUNE 2018
 title: FIRE PROTECTION WORKS REQUIRED AFTER FIRE RISK ASSESSMENTS
 submitted by: JOHN HEAP – DIRECTOR OF COMMUNITY SERVICES
 principal author: ALAN COAR – PRINCIPAL SURVEYOR

1. PURPOSE

1.1 To inform Committee of the remedial works required after recent Fire Risk Assessments.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives – To sustain a strong and prosperous Ribble Valley.
- Corporate Priorities – To help make people's lives safer and healthier.

2 BACKGROUND

2.1 As the 'responsible person' Ribble Valley Borough Council has carried out Fire Risk Assessments of most of their current building portfolio. Fire Risk Assessments help identify what we need to do to prevent fire and keep people safe.

3 ISSUES

3.1 Most of the RVBC buildings require minor works following the Fire Risk Assessments but as these are deemed as minor works they are being accommodated in the repair and maintenance budget.

3.2 The Over 60's club requires significant works to bring it in line with the Regulations. Failure to comply with the Regulations could result in a fine and/or incarceration.

3.3 Works to the Over 60's club are classed as statutory works and as such must be undertaken to ensure the safety of the general public and the Council's own employees.

3.4 Responsibility for the Longridge Over 60's Club falls under Policy and Finance Committee, detailed below are the elements of statutory works that we are required to undertake and the associated costs.

Required Works	£
Seal all holes/gaps and around any cable or service penetrations going through walls/ceilings.	100
Replace 7 doors with new FD30 Fire rated doors. Including intumescent strips. Install 4 glazed viewing panels	2,500
Fix Fire-line Plaster Boards and apply a skim finish over the glazed panel above Door No. 5	450

Required Works	£
Fix Fire-line Plaster Boards to the timber T&G clad wall and staircase leading to the Towneley Flat.	1,130
Fix Fire-Line Plaster Boards to the full Store Room Ceiling and around the first floor beams/boxing-in	2,160
Replace the existing Glass within and in the glazed panels above 2 door's with Fire Protection Glass and replace beading	400
Install new Intumescent strips to doors/casings of Door No's 9 & 10	200
Install and boxing in of fire escape ladder for the occupants of the 1st floor flat	200
Total	£7,140

4 FINANCIAL IMPLICATIONS

4.1 Committees manage their services within the budgets agreed at the beginning of the financial year. The budget was approved by Special Policy and Finance Committee on 6 February 2018 and by Full Council on 6 March 2018.

4.2 Any revenue or capital expenditure over and above what has already been approved must also be agreed by this Committee.

4.3 The estimated total value of the works is £7,140. Following discussions with the Director of Resources it is suggested that should members be minded to agree this supplementary estimate then such cost may be able to be funded from earmarked reserves.

4.4 It is suggested that the Repairs and Maintenance earmarked reserve may be the most suitable earmarked reserve to be used, being set aside to meet emergency repairs and maintenance needs.

5 RISK ASSESSMENTS

5.1 The approval of this report may have the following implications:

- Resources – Whilst no resources are available elsewhere in the revenue budget to fund the above increase of £7,140, it is suggested that this cost could be met from the use of the Repairs and Maintenance earmarked reserve.
- Political – The scheme shows the Council as carrying out it's statutory functions
- Reputation – The scheme should only enhance the reputation of the Council
- Equality and Diversity – The Fire Risk Assessments have been carried out in most of the current building portfolio.

6 RECOMMEND THAT COMMITTEE

- 6.1 Consider the fire protection works that have been listed as required as shown at paragraph 3.4.
- 6.2 Consider the request for the supplementary estimate of £7,140 with the full amount to be financed from the Repairs and Maintenance earmarked reserve.

ALAN COAR
PRINCIPAL SURVEYOR

JOHN HEAP
DIRECTOR OF COMMUNITY SERVICES

BACKGROUND PAPERS

None.

For further information please ask for Alan Coar, extension 4514.

REF: AC/COMMUNITY/140518

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No.

meeting date: 19th JUNE 2018
title: REVIEW OF 2015-2019 CORPORATE STRATEGY
submitted by: DIRECTOR OF RESOURCES
principal author: MICHELLE HAWORTH – PRINCIPAL POLICY AND PERFORMANCE OFFICER

1 PURPOSE

1.1 To review the Council's Corporate Strategy 2015-2019.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives –
 - Corporate Priorities –
 - Other Considerations -
- The Council's Corporate Strategy's purpose is to set out the Council's vision and priorities, to outline how we propose to deliver them and how progress will be measured.

2 BACKGROUND

2.1 Our Corporate Strategy, attached at Appendix A, sets out the strategic direction of the Council for the period 2015-2019, providing a focus to ensure that the services we deliver meets the needs of our communities. The 2015-2019 Strategy has a four-year scope, but is reviewed annually to ensure that it continues to reflect the changes to our priorities that occur over time. Following the local elections taking place in May 2019 we will develop a new Strategy, which will have a four year life span covering 2019-2023.

2.2 Following the LGA Peer Challenge in 2017 we developed an Action Plan which included a mini review of the Corporate Strategy prior to the development of a new Strategy following the May 2019 elections.

2.3 The Strategy contains:

- Five corporate priorities to address issues that matter most to the borough. Our priorities are deliberately limited to focus our attention over the lifespan of the strategy.
- Each priority has a number of objectives – things that will help us achieve our priorities.
- Objectives are supported by key actions – the things we will do to achieve our objectives.
- Key measures of success are also outlined, which should allow progress towards the achievement of the priority and objective to be monitored.

2.4 Actions and measures of success should be developed in detail in service plans, which we will ensure are robust and SMART (Specific, Measurable, Achievable, Realistic and Time-based). Service plans should detail how each service will plan to deliver the key actions.

2.5 Performance against our priorities should be regularly published, in accordance with good practice, on our web site. Performance is also reported to our citizens in Ribble Valley News.

3 GENERAL COMMENTS

- 3.1 There are a number of unknowns and changes in the external environment which may impact on the Council and how it carries out its business. What is known for certain is that there will be ever decreasing resources available for the Council to deliver its priorities. The Strategy has been written to clearly identify priorities, whilst allowing for flexibility as national policy evolves.

4 AMENDMENTS TO THE PREVIOUS STRATEGY

- 4.1 Changes have been made to reflect the 2018 Perception Survey results.
- 4.2 Are there any other changes required to the Council's priorities, objectives and actions?

5 RISK ASSESSMENT

- 5.1 The approval of this report may have the following implications
- Resources - Paper copies of the Corporate Strategy are printed in-house and therefore from within existing budgets. Financial implications of delivering the strategy will be met from within existing budgets.
 - Technical, Environmental and Legal – None identified.
 - Political – None identified.
 - Reputation – It is important that the priorities reflect the concerns and needs of our communities. The Council has undertaken consultation throughout the year which has informed our priority setting.
 - Equality & Diversity - In line with the Council's approach to equalities, individual equality impact assessments will be carried out as appropriate for actions/projects within the Strategy.

6 IT IS RECOMMENDED THAT COMMITTEE

- 6.1 Consider any further amendments that might be required to the Strategy and approves the reviewed Corporate Strategy 2015-2019 subject to these amendments being made.

Michelle Haworth
PRINCIPAL POLICY AND
PERFORMANCE OFFICER

Jane Pearson
DIRECTOR OF RESOURCES

BACKGROUND PAPERS:

REF:

For further information please ask for Michelle Haworth, extension 4421

Ribble Valley Borough Council
CORPORATE STRATEGY
2015 - 2019



Ribble Valley
Borough Council
www.ribblevalley.gov.uk

Our Vision

An area with an exceptional environment and quality of life for all; sustained by vital and vibrant market towns and villages acting as thriving service centres meeting the needs of residents, businesses and visitors.

Foreword

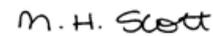
Welcome to Ribble Valley Borough Council's Corporate Strategy for 2015 - 2019.

This document sets out the strategic direction of the Council over the period 2018 - 2019, providing a focus to ensure that the services we deliver meet the needs of our communities. The Strategy has a four-year scope, and is reviewed annually to ensure that it continues to reflect changes to our priorities that occur over time. Following the next local elections taking place in 2019, we will develop a new Strategy.

Cllr Ken Hind
Leader of the Council



Marshal Scott
Chief Executive



What communities are telling us

Through participation in the Ribble Valley Citizens' Panel and the 2018 Perception Survey, we know that residents see the following issues as the most important in making somewhere a good place to live (in order of priority):

- Health services
- Road and pavement repairs
- Crime levels
- Clean streets
- Access to nature
- Education provision
- The level of traffic

The following issues were scored highly by residents as both 'make the area a good place to live' and 'most need improving':

- Road and pavement repairs
- The level of traffic
- Affordable, decent housing
- Clean Streets
- The amount of dog fouling
- Public Transport

Our partners' priorities and what they mean for Ribble Valley Borough Council

We have also had regard to the priorities of our partners, particularly where we have a role in delivering them.

The Ribble Valley Sustainable Community Strategy 2014 - 2019

The Ribble Valley Community Strategy is working towards eight agreed core areas:

- Education and Economy
- Community Safety
- Local Democracy
- Environment
- Housing
- Vulnerable People and Families
- Health and Older People
- Facilities

Our Priorities

This strategy contains five corporate priorities to address issues that matter most to the borough. Our priorities are deliberately limited to focus our attention over the lifespan of the strategy. Each priority has a number of objectives, underlying actions, and key measures of success, which should allow progress towards the achievement of the priority to be monitored.



Core Values

In pursuing our priority actions, the Council will continue to deliver the services people want, in a fair and consistent manner. It is important that we explain exactly what our values are. These values guide and influence our actions as we continuously improve the services we deliver. We will:

- Lead the Community
- Strive to achieve excellence
- Ensure that access to services is available to all
- Treat everyone equally
- Respect all individuals and their views, and
- Appreciate and invest in our staff.

Our approach to Equality and Diversity

Ribble Valley Borough is made up of socially diverse communities. The Council is committed to providing equality of opportunity and to valuing diversity.

We aim to treat all customers fairly, with respect and professionalism regardless of their gender, race, nationality or ethnicity, age, religion or belief, disability or sexual orientation.

To enable all residents to have access to information and equal access to our services, Ribble Valley Borough Council uses plain English in the information it publishes. Where a customer is experiencing any difficulties assistance suited to the person's needs is available. Information, on request and where appropriate, will be provided in different languages and formats and through a range of media. Feedback is also accepted through a variety of different routes taking account of individual customer's preferences or needs.

To demonstrate that our approach to equality is being realised, we collect equalities information. This helps to help establish whether all members of the community are accessing our services. This feeds into our monitoring and review process.

Full details of our approach are set out in our Equality and Diversity Policy.



Priority 1 - To ensure a well-managed council providing efficient services based on identified customer needs

People living in, working in and visiting Ribble Valley expect to receive efficient and excellent Council services. The majority of our services are high quality, well regarded and perform well above the average. We aim to provide services that are amongst the best in the country. We will continue to do this by targeting improvement to services to ensure all our services are performing, and are rated by our customers, as above average.

Our objectives:

- To maintain critical financial management and controls, and ensure the authority provides council tax payers with value for money, within the current financial constraints
- To treat everyone equally and ensure that access to services is available to all, including our most vulnerable citizens
- To engage with all our communities to ensure we deliver services to meet customer needs and expectations

Our key actions:

- To explore all viable options for income generation and financial savings in order to deliver the Council's efficiency agenda whilst protecting front line services
- To meet the Equality Duty
- To seek to continually improve, ensuring that council services are fit for purpose and customer focused

Our key measures of success

- Percentage of residents that think the Council provides value for money
- Equality Duty met
- Percentage of residents satisfied with the Council



Priority 2 - To sustain a strong and prosperous Ribble Valley

The prosperity of the economy in the Ribble Valley is demonstrated through the continuing high levels of economic growth in the area. However, there is a need to ensure that opportunities are available for businesses to continue to develop in the area. There is a need to continue to market and regenerate our market towns and villages as places to do business and to ensure that there is employment land available for development.

The issues of public transport, particularly accessibility to isolated villages, are part of a perceived need for a more flexible approach and a more accessible service.

Without economic prosperity, many other problems e.g. health, housing, crime, access to services are all much harder to address.

Our objectives:

- To encourage economic development throughout the borough with specific focus on tourism, the delivery of sufficient land for business development, and supporting high growth business opportunities
- To seek to improve the transport network, especially to our rural areas
- To work with our partners to ensure that the infrastructure in the Ribble Valley is improved, in order to be fit for purpose
- To promote stronger, more confident and more active communities throughout the borough

Our key actions:

- To identify options and support the delivery of employment land
- To press forward with the redevelopment of the Clitheroe market area
- To develop, with relevant partners, additional measures to support the visitor economy
- To work with the County Council and other providers to improve the local infrastructure
- To encourage parish councils and local communities to take more responsibility, wherever possible, for the local delivery of services

Our key measures of success

- Business start-ups and survival rates
- An increase in visitor numbers
- Percentage of residents satisfied overall with the local area as a good place to live



Priority 3 - To help make people's lives safer and healthier

Ribble Valley is a low crime area and a safe place to live. It is the safest place in the north-west and second safest place in the country. This success is in part due to the excellent work of our Community Safety Partnership.

Baseline data, which has been collated in terms of health, presents a generally healthy picture, but health issues surrounding an aging population and access to services in isolated communities represent potential issues.

Our objectives:

- To improve the health and wellbeing of people living and working in our area
- To improve the opportunity for young people to participate in recreational and sporting activity
- To ensure that Ribble Valley remains a safe place to live
- To take a leading role in working with partners on the evolving public health agenda
- To combat rural isolation

Our key actions:

- To seek to improve Ribble Valley food businesses, to achieve a food hygiene rating of 3 star and above
- To tackle fuel poverty across the borough
- To continue to work with our Community Safety Partnership, ensuring that low crime levels are maintained, by tackling crime, anti-social behaviour and fear of crime
- To emphasise, and re-establish if necessary, the alcohol free zones in Clitheroe and other parts of the Ribble Valley
- To work with the NHS, Ribble Valley GP's and other partners on local health and wellbeing needs
- To ensure access to services in isolated communities
- To become a dementia-friendly borough

Our key measures of success

- Number of Ribble Valley food businesses achieving 3 star and above in the National Food Hygiene rating system
- Percentage of residents satisfied with sports and leisure facilities
- Percentage of people participating in sport on 3 or more occasions per week
- Percentage of residents who feel safe in their local area during the day and after dark



Priority 4 - To protect and enhance the existing environmental quality of our area

Our ambition is to protect the local environment, parts of which rank amongst the finest in England. The Council provides a high quality environment, including safe, clean parks and open spaces.

The Council is very proud of its weekly collection service.

Our objectives:

- To conserve our countryside, the natural beauty of the area and enhance our built environment
- To retain weekly collections of residual waste
- To provide a high quality environment, keeping land clear of litter and refuse, and reducing the incidents of dog fouling

Our key actions:

- To deliver a co-ordinated approach to Planning through the Local Development Framework by progressing the Housing and Economic Development Development Plan
- To increase the use of renewable energy sources
- To provide an economic, efficient and effective waste collection service
- To continue with our approach of zero tolerance of dog fouling, litter and fly tipping
- To deliver a waste and responsible dog ownership education and awareness programme
- To support the work of the Forest of Bowland AONB

Our key measures of success

- Percentage of residents satisfied with parks and open spaces
- Percentage of residents satisfied with the cleanliness of the borough
- Percentage of residents satisfied with the waste and recycling collection services
- Percentage of waste sent for reuse, recycling and composting



Priority 5 - To match the supply of homes in our area with the identified housing needs

Like the rest of the country, Ribble Valley has seen a rise in house prices in recent years. A clear priority for local people has been identified as providing accommodation which is affordable for local people.

Our objectives:

- To meet the housing needs of all sections of the Community
- To provide additional affordable homes throughout the Ribble Valley

Our key actions:

- To bring empty properties back into use
- To work with partners to agree priorities and secure investment in housing
- To implement measures to address the specific housing needs of older people

Our key measures of success

- Number of properties brought back in to use
- Number of affordable homes delivered
- Number of households, and length of time spent, in temporary accommodation
- Provision of older people accommodation on all sites over 30 units
- Development of 280 properties per year
- Maintaining a 5 year supply

How to contact us

If you would like to know more, tell us what you think of this Corporate Strategy, or receive information about our current performance, please contact the Policy and Performance section at:

Post: Ribble Valley BC, Council Offices, Church Walk, Clitheroe, Lancashire, BB7 2RA

Tel: 01200 425111

Email: michelle.haworth@ribblevalley.gov.uk

Web: www.ribblevalley.gov.uk

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No 11

meeting date: 19 JUNE 2018
title: GDPR IMPLEMENTATION PROGRESS REPORT AND DATA
PROTECTION POLICY
submitted by: DIRECTOR OF RESOURCES
principal author: LAWSON ODDIE

1 PURPOSE

- 1.1 To provide members with details of the progress being made in the implementation of the requirements under GDPR and also to seek the associated approval of the council's new Data Protection Policy.
- 1.2 Relevance to the Council's ambitions and priorities:
- Community Objectives – none identified
 - Corporate Priorities - to continue to be a well-managed Council providing efficient services based on identified customer need.
 - Other Considerations – none identified.

2 BACKGROUND

- 2.1 The Data Protection Act 1998 (DPA) has now been superseded by the EU General Data Protection Regulation (GDPR), which introduces tougher fines for non-compliance and breaches, and gives people more say over what companies can do with their data. It also makes data protection rules more or less identical throughout the EU.
- 2.2 A report was brought to the last meeting of this committee and covered
- Requirements and Rights under GDPR
 - Role of the Data Protection Officer under GDPR
 - Implications for Members
- 2.3 GDPR has also been reported to the Accounts and Audit Committee for discussion and consideration around governance issues.

3 PROGRESS ON IMPLEMENTATION OF GDPR REQUIREMENTS

- 3.1 There is a large amount of detailed work that has been undertaken across the council and its services in preparation for the application of GDPR from 25 May 2018. Whilst a large number of requirements have been fulfilled, there are a number of detailed actions that have yet to be completed, however good progress has been made.
- 3.2 It must be highlighted that once the actions being monitored below are completed, there is much ongoing monitoring and training work that will continue to take place.
- 3.3 Detailed across the following paragraphs is a summary of the progress that has been made at the time of writing this report.

Awareness

- 3.4 We are required to make sure that decision makers and key people in the organisation are aware that the law has changed to the GDPR. We also need to ensure that they appreciate the impact that GDPR is likely to have.
- 3.5 To date there have been regular updates provided to the Corporate Management Team on progress and any issues that have needed to be considered from a corporate perspective. There has also been an update provided to all Heads of Service at one of their meetings, in addition to one to one meetings having been held with them.
- 3.6 We will continue to promote GDPR through the staff newsletter and also formal training to all staff and members. Any future awareness training will need to be ongoing and refreshed annually.
- 3.7 There will also be ongoing general updates provided to management team and members regarding GDPR, data protection and any governance issues.

Information the Council Holds

- 3.8 We are required to document what personal data is held, where it came from, and who it is shared with. To do this the ICO highlight that there may be the need to undertake an information audit.
- 3.9 As part of this work, all Heads of Service have been met with to discuss their service's use of any personal data, how that data is stored and who such data may be shared with. The collation of all this information has led to the creation of an Information Asset Register, reflecting the findings from the meetings that have been held.
- 3.10 Work is ongoing to finalise and review the Information Asset Register.

Communicating Privacy Information

- 3.11 We are required to review the current privacy notices that we have and make any necessary changes to them in line with the GDPR.
- 3.12 An overarching privacy notice has been created for the council and this has been published on our website.
- 3.13 Individual service area privacy notices have also been created for Council Tax, Business Rates, Housing Benefits, Electoral Services and Recruitment which are all published on the council's website.
- 3.14 A further review will need to be undertaken of any electronic and manual forms to ensure users are correctly signposted to the relevant privacy notices.

Individuals' Rights

- 3.15 We are required to check our procedures to ensure that they cover all the rights that individuals have, including how personal data will be deleted, or provided electronically in a commonly used format.
- 3.16 We are in the process of producing procedures to follow in order to action any requests to restrict or stop the processing of a data subject's information.
- 3.17 We continue to consult with our many software vendors to ensure that systems are capable of performing the required functions to action the data subject's rights.

Subject Access Requests

- 3.18 We are required to update our subject access procedure and document our processes for being able to handle such requests within the new timescale of 30 days.
- 3.19 We have taken steps to ensure that all subject access requests are passed directly to the Data Protection Officer. We look to handle any subject access requests in the same manner as currently in place, but with acceleration in processing time to ensure that they are dealt with within the new timescales.
- 3.20 By ensuring that requests are passported directly to the Data Protection Officer we are comfortable in the ability to meet the 30 days turnaround of any requests received.
- 3.21 A formal policy is in the process of being produced to allow staff and members to recognise and process a subject access request.

Legal basis for Processing

- 3.22 We are required to look at the various types of data processing that we carry out, identify the legal basis for carrying it out, and then document it.
- 3.23 We have reviewed the Information Asset Register that has been created, as detailed above, in order to identify the legal basis for our processing of such data. The majority of these are 'public task' with a handful of 'legitimate interest', 'consent' or 'contract' and have been classified as such on the Information Asset Register.
- *Public task* refers to where we are carrying out a specific task in the public interest which is laid down in law, or exercising our official authority (functions, duties or powers) which are laid down by law.
 - *Legitimate interest* can be our own interest or the interests of third parties and commercial interests as well as wider societal benefits. GDPR specifically mentions the use of client or employee data, marketing, fraud prevention, intra-group transfers, or IT security as potential legitimate interests, but this is not an exhaustive list.
 - *Consent* is where an indication of consent has been given, which must be unambiguous and involve a clear affirmative action (an opt-in). It specifically bans pre-ticked opt-in boxes. It also requires distinct consent options for distinct processing operations. Consent should also be separate from other terms and conditions and should not generally be a precondition of signing up to a service.
 - *Contract* is where processing is necessary for the performance of a contract to which the data subject is party, or in order to take steps at the request of the data subject prior to entering into a contract.

Consent

- 3.24 We are required to review how we are seeking, obtaining and recording consent, and whether we need to make any changes.
- 3.25 The above section on legal basis for processing gives a flavour of the requirements under consent.
- 3.26 Again we have been reviewing our Information Asset Register and identifying those areas flagged as consent. Work here has largely focused on any mailing lists that we hold and ensuring that consent is acquired in line with the GDPR.

Children

- 3.27 We are required to identify potential areas that children may sign up to and put in place procedures to gather parental or guardian consent.
- 3.28 We don't believe that this area of GDPR impacts on our services. However, we will seek confirmation that any sign up to services are made through parental or guardian consent.
- 3.29 Some further investigation work is required in order to clarify that we don't offer any services directly to children without parental or guardian consent.

Data Breaches

- 3.30 We are required to make sure that the right procedures are in place to detect, report, and investigate a personal data breach.
- 3.31 We are in the process of developing a notification procedure to ensure that we can investigate and report to the ICO in a timely manner and most importantly within the statutory deadlines.
- 3.32 Data breach identification, notification and remediation training is to be provided to staff and members.

Data Protection by Design/Data Protection Impact Assessments

- 3.33 We are required to improve awareness and familiarity with the ICO guidance on Privacy Impact Assessments and work out how to implement.
- 3.34 As part of this work we will be highlighting to Heads of Service the importance of including the Data Protection Officer from the outset to ensure that data protection principles are integral to system design and processes put in place. This will include the undertaking of full privacy impact assessments.
- 3.35 Further training has yet to be undertaken in this area; however, there are no imminent new systems or fundamental changes anticipated.
- 3.36 A review is to be undertaken of all contracts where personal data may be shared with or processed by the contractor.
- 3.37 We are to review security policies, procedures and information governance arrangements to ensure that they reflect business objectives and to support good information risk management.

Data Protection Officer

- 3.38 We are required to designate a Data Protection Officer, or someone to take responsibility for data protection compliance and assess where this role will sit within the organisation's structure and governance arrangements.
- 3.39 At your last meeting we highlighted a potential conflict of interest in that our ICT Manager acts as our Data Protection Officer role. There have been general concerns raised by the ICO to all organisations where key ICT staff act in the role of Data Protection Officer and are involved in the decision of how and where data is stored.

- 3.40 Following consideration by Corporate Management Team such risks have been fully considered and it has been agreed that the Data Protection Officer role will remain with the ICT Manager, particularly as a result of the skills set that were identified as being needed for such a role. This also echoes a number of comments made at the meeting of Accounts and Audit Committee, where governance and GDPR has also been discussed.

International

- 3.41 The GDPR imposes restrictions on the transfer of personal data outside the European Union, to third countries or international organisations.
- 3.42 The council does not process or store personal data outside the European Union. Should the need arise for the council to process or store personal data outside the European Union in the future, we would ensure that all necessary safeguards are in place.

4 DATA PROTECTION POLICY

- 4.1 As part of our compliance work with the GDPR, we have undertaken a full review of our Data Protection Policy.
- 4.2 This has been substantially changed from our existing policy and therefore does not contain any 'tracked changes', essentially having been re-written.
- 4.3 This report also seeks committee approval of the policy which is attached at Annex 1.

5 CONCLUSION

- 5.1 We must now meet the new GDPR requirements.
- 5.2 Some work is continuing on some elements of compliance, and there will be ongoing work needed around training, involvement in system implementations and relevant monitoring work.
- 5.3 As part of the compliance work that has been undertaken to date, the Data Protection Policy has been re-written and is attached at Annex 1 for consideration and approval by members.

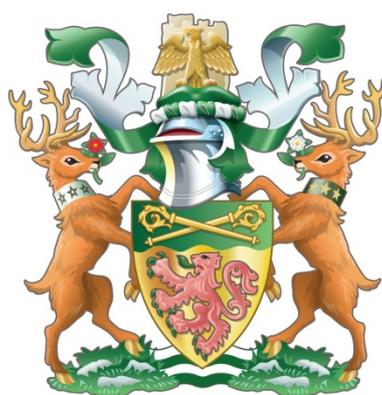
6 RECOMMENDED THAT COMMITTEE

- 6.1 Consider and approve the new Data Protection Policy as attached at Annex 1.

HEAD OF FINANCIAL SERVICES
PF35-18/LO/AC

DIRECTOR OF RESOURCES

RIBBLE VALLEY BOROUGH COUNCIL



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

Data Protection Policy

June 2018

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The Policy

Ribble Valley Borough Council is committed to a policy of protecting the rights and privacy of the individuals we provide services to and individuals we have contact with, in accordance with current Data Protection legislation.

The General Data Protection Regulation (GDPR) environment demands higher transparency and accountability in how organisations manage and use personal data. It also gives new and stronger rights for individuals to understand and control their personal information.

In order to provide services to the residents of the Ribble Valley and to perform its statutory duties Ribble Valley Borough Council needs to collect and process personal information for various purposes such as, but not limited to:

- The administration and collection of Council Tax and National Non Domestic Rates
- The assessment, administration and payment of Housing Benefit and Council Tax Support
- The collection of refuse
- The administration of the Electoral Register and management of Elections
- The recruitment and payment of staff
- The processing and determination of planning applications
- Supporting community events and groups

To comply with current Data Protection legislation and other legal obligations Ribble Valley Borough Council must ensure that all personal information is collected and used fairly, stored safely and securely, and not disclosed to any third party unlawfully.

This policy applies to all staff. Any breach of this policy or any current Data Protection legislation will be considered an offence and the Council's disciplinary procedures will be invoked.

Contractors, agencies and individuals working with Ribble Valley Borough Council and who have access to personal information, will be expected to read and comply with this policy. It is the responsibility of each service area when engaging with external bodies that a signed contract is in place which includes an agreement to abide by this policy.

This policy applies to all situations where the Council processes (collects, stores, uses) personal data about living individuals. It includes personal information stored in various formats including but not limited to:

- Electronically
- On paper
- CCTV
- Photographs
- Audio

We will regularly review and update this policy to comply with changes in Data Protection legislation and to reflect changes in our services.

Personal Data

“Personal Data” is data about a living individual who can be identified from that information or from that information and other information in the possession of the Council.

“Sensitive Personal Data” is information relating to the racial or ethnic origin of an individual, his or her political opinions, religious beliefs, trade union membership, sexual life, physical or mental health or condition, or criminal offences or record.

GDPR

The new EU General Data Protection Regulation (GDPR) came into force on 25 May 2018 (including the UK regardless of its decision to leave the EU) and impacts every organisation which holds or processes personal data. It introduces new responsibilities, including the need to demonstrate compliance, more stringent enforcement and substantially increased penalties than the Data Protection Act (DPA) which it supersedes.

Ribble Valley Borough Council’s Responsibilities

Under current Data Protection legislation (including GDPR) Ribble Valley Borough Council is classed as a ‘data controller’ – this means that the Council is responsible for controlling the use and processing of the personal data that it collects. As a data controller the Council must register its data processing activities with the Information Commissioners Office (ICO), we have the following registrations:

- Ribble Valley Borough Council – registration number Z6400958
- Electoral Registration Officer Ribble Valley Borough Council – registration number Z5797531

The Council is required to appoint a Data Protection Officer (DPO). The DPO has the following responsibilities:

- To educate the organisation and employees on data protection compliance legislation
- To train staff on how to process data securely
- Conduct spot-checks and audits to ensure compliance with data protection legislation
- Address non-compliance, or potential security breaches
- Act as the primary contact between the Council and Information Commissioners Office (ICO)
- Keep detailed records of all data

Corporate Management Team and Heads of Service, with the help of the Data Protection Officer, are responsible for developing and encouraging robust information handling practices that comply with the eight key data protection principles.

Compliance with data protection legislation is the responsibility of all members of staff and Elected Members who come into contact with personal information.

Data Protection Principles

Data protection legislation places responsibility on every controller to process all personal data in accordance with the following eight data protection principles:

1. Process personal data fairly and lawfully

Ribble Valley Borough Council will make all reasonable efforts to

- a. collect and process personal data for legitimate purposes
- b. not use personal data in ways that would have an unjustified adverse effect on the data subject
- c. be transparent about the intended use of the data collected
- d. handle personal data in ways that the data subject would reasonably expect
- e. ensure that the data is not used in any unlawful ways

2. Process the personal data for the specific and lawful purpose for which it was collected

Ribble Valley Borough Council will ensure that personal data is processed only for the purpose that it was collected or a purpose that is compatible with the original purpose.

3. Ensure that the information is adequate, relevant and not excessive for the purpose for which it was collected

Ribble Valley Borough Council will only collect personal data that is necessary for the purpose for which it is processed. Any irrelevant data supplied by an individual will be securely destroyed.

4. Keep personal information accurate and up to date.

Ribble Valley Borough Council will make every effort to ensure that information collected is kept accurate and up to date. Any notifications received from the data subject of a change or inaccuracy with the data held will be rectified in a timely fashion.

5. Ensure that personal information is kept no longer than is necessary for the purpose for which it was collected.

Ribble Valley Borough Council will not keep personal data for longer than is necessary of the purpose for which it was collected. The retention period is either dictated by law or by the Council's retention policies. Once personal data is no longer required it will be destroyed securely and confidentially.

6. Personal data is processed in accordance with the rights of the data subject under data protection legislation

Data subjects have various rights under Data Protection legislation including:

- a. The right to be informed how their personal data is processed and who it may be shared with
- b. The right to access the personal information we hold about them
- c. The right to have their personal information rectified if inaccurate or incomplete
- d. The right to have their personal information erased under certain circumstances
- e. The right to restrict the processing of their personal information under certain circumstances

- f. The right to request their personal data in a structured, commonly used, machine readable format
- g. The right to object to the processing of their personal data
- h. The right not to be subject to a decision where it is solely based on automated processing

Ribble Valley Borough Council will only process personal information in accordance with the data subject's rights

7. Ensure technical and organisational measures are in place to prevent

- a. **Unauthorised or unlawful processing of personal data**
- b. **Accidental loss, destruction or damage to personal data**

All members of staff are responsible for ensuring that any personal data that they hold or process is kept securely and is not disclosed to any authorised third parties.

Ribble Valley Borough Council will have in place security measures to ensure that personal data is only accessible to those who have a valid reason to access it and to safeguard the data from accidental destruction, theft or loss. Where there is a requirement to take personal data off-site, appropriate procedures and controls will be adopted to ensure the safety of that data.

8. Ensure that no personal data is transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Ribble Valley Borough Council will not transfer data to such countries or territories.

Subject Access Request (SAR)

An individual has the right to request a copy of the personal information we hold about them.

Under current Data Protection legislation a fee cannot be charged to comply with the request unless the request is 'manifestly unfounded or excessive' and the Council as the data controller must respond within 30 days to the request.

Disclosure of Data.

Ribble Valley Borough Council must ensure that personal data is not disclosed to unauthorised third parties. All staff and Elected Members should exercise caution when asked to disclose personal data held by the Council to a third party.

Personal data may be legitimately disclosed where one of the following conditions apply:

- The data subject has given their consent for the sharing of the data with the third party
- The Council is legally obliged to disclose the data
- Current data protection legislation permits the disclosure

Data Security

The Council will process personal data in accordance with its Information Security Policy (and other related policies and procedures). To ensure the security of personal data, Ribble Valley Borough Council has in place appropriate physical, technical, procedural and organisational measures in place. All Council employees and Elected Members are required to comply with this policy and the associated Information Security Policy.

Training

Data protection training is crucial so that all staff understand their responsibilities in relation to data protection. Failure to comply with Data Protection legislation could lead to fines being imposed on the Council or the Council being instructed to stop processing personal information.

It is the Council's policy that all employees who come into contact with personal data are required to complete the applicable training yearly. Heads of Service will be responsible for ensuring that their staff attend and complete the training.

There may be a requirement for some post holders to undertake further data protection training where appropriate dependant on their role within the organisation.

Our Commitment to Data Protection

The Council will ensure that staff who handle personal information will be trained to an appropriate level in the use and control of personal data.

The Council will implement a process to ensure all staff handling personal information know when and how to report any actual or suspected data breach(es), and that appropriately trained staff manage these breaches correctly, lawfully and in a timely manner.

The Council will monitor and review its processing activities to ensure these are consistent with current Data Protection legislation.

The Council will ensure that new or altered data processing will be assessed for its impact on the privacy of the data subject and the appropriate privacy notices are updated to reflect the change.

Changes to this policy

This policy will be regularly reviewed and updated to reflect changes in Data Protection legislation and changes in our services and procedures.

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No 12

meeting date: 19 JUNE 2018
 title: CAPITAL OUTTURN 2017/18
 submitted by: DIRECTOR OF RESOURCES
 principal author: ANDREW COOK

1 PURPOSE

1.1 The purpose of this report is to review the final outturn of the 2017/18 capital programme for this Committee and to seek member approval for the slippage of some capital scheme budgets from the 2017/18 financial year to the 2018/19 financial year.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives – none identified.
- Corporate Priorities - to continue to be a well-managed council providing efficient services based on identified customer need.
- Other Considerations – none identified.

2 BACKGROUND

2.1 The capital programme total approved budget for this Committee's nine schemes was £202,700, after the addition of slippage from the 2016/17 financial year, one additional budget approval in-year.

2.2 At revised estimate the capital programme for this committee was £147,700, made up of eight schemes.

2.3 During the financial year this Committee has received reports monitoring the progress of the schemes within the programme.

2.4 As part of the closure of accounts process, capital programme expenditure has been capitalised and added to the balance sheet or charged to revenue where appropriate.

3 CAPITAL OUTTURN 2017/18

3.1 Annex 1 shows the full capital programme budget and expenditure in-year for each scheme and highlights the requested slippage into 2018/19. The table below summarises the final outturn position.

Original Estimate 2017/18 £	Restated Budget Moved from 2016/17 £	Slippage from 2016/17 £	Additional Approvals 2017/18 £	Total Approved Budget 2017/18 £	Revised Estimate 2017/18 £	Actual Expenditure 2017/18 £	Requested slippage into 2018/19 £
127,250	67,450	6,650	1,350	202,700	147,700	72,272	86,140

- 3.2 Actual expenditure on this Committee's capital programme was £72,272, which is only 48.9% of the revised estimate budget.
- 3.3 Five of the eight schemes in the revised estimate capital programme were completed in-year and there were no overspends against the budget set for four of the completed schemes.
- 3.4 The other completed scheme, Council Chamber – Tables and Seating Renewal scheme, overspent by £3,849. It should be noted that the work for this scheme and the Civic Suite Upgrade scheme were worked on together in-year giving a total budget of £56,250 across the two schemes. It was agreed that the combined costs should stay within the £56,250 combined budget and this approach is on-track, as follows:
- £15,099 final cost on the Council Chamber – Tables and Seating Renewal scheme.
 - £41,150 estimated cost of the Civic Suite Upgrade scheme, subject to completion of this scheme within the budget slippage allowed in 2018/19.
- 3.5 In addition, the Council is required to capitalise 50% of the Performance Reward Grants (PRG) expenditure that is paid out each year, this being £13,817 in 2017/18. This expenditure is added to this Committee's capital programme expenditure at year-end. In essence this is purely an accounting adjustment and it is not an overspend because the grants are fully funded from PRG grant monies that the Council have previously received.
- 3.6 Three schemes were not completed in-year, as follows:
- **Replacement Server for Revenues and Benefits (-£13,500):** The ICT section were awaiting technical and initial quote feedback from the main revenues system suppliers at year-end, before planning further quotes and the implementation approach for the server. Slippage of £13,500 into the 2018/19 financial year is required to purchase the replacement server.
 - **New Council Telephone System (-£45,000):** The scheme is still in development stage, having sought supplier input over a period of time on the most appropriate telephone system solution. This is an iterative process. Following supplier input, officers will now develop the system requirements, a detailed specification will be confirmed and quotes will be obtained. Slippage of £45,000 into the 2018/19 financial year is required to complete the delivery of the new system.
 - **Civic Suite Upgrade (-£31,490):** The work was all planned and ordered in 2017/18, but the following work still required completing at year-end: audio conferencing system installation, motorised curtains, other curtains and a small amount of electrical work. Slippage of £27,640 into the 2018/19 financial year is needed to fund this work.

4 SLIPPAGE

- 4.1 Where capital schemes are not financially complete at year-end and there is an unspent budget to be moved into the next financial year, this is known as slippage. For this Committee, slippage of £86,140 is requested into 2018/19 for three schemes:
- Replacement Server for Revenues and Benefits, £13,500.
 - New Council Telephone System, £45,000.
 - Civic Suite Upgrade, £27,640.
- 4.2 Attached at Annex 2 are the individual requests for slippage forms. This Committee is asked to consider and approve these requests.

5 RISK ASSESSMENT

5.1 The approval of this report may have the following implications:

- Resources – There are no additional financing requirements needed for this Committee's 2017/18 capital programme. A sum of £86,140 has been set aside in the Council's capital resources to fund the requested slippage.
- Technical, Environmental and Legal – None.
- Political – None.
- Reputation – Sound financial planning for known capital commitments safeguards the reputation of the Council.
- Equality and Diversity – Equality and diversity issues are examined as part of the capital bid appraisal process.

6 CONCLUSION

6.1 Actual expenditure on this Committee's capital programme was £72,272, which is only 48.9% of the revised estimate budget.

6.2 Five of the eight schemes in the revised estimate capital programme were completed in-year. In addition, the Council is required to capitalise 50% of the Performance Reward Grants (PRG) expenditure that is paid out each year, this being £13,817 in 2017/18.

6.3 Three schemes were not completed in 2017/18 and slippage of £86,140 has been requested to fund the completion of those schemes in the 2018/19 financial year.

7 RECOMMENDED THAT COMMITTEE

7.1 Consider the requests for slippage shown at Annex 2 and approve the slippage of £86,140 into the 2018/19 financial year for three schemes.

SENIOR ACCOUNTANT
PF34-18/AC/AC
4 June 2018

DIRECTOR OF RESOURCES

BACKGROUND PAPERS: None
For further information please ask for Andrew Cook.

POLICY AND FINANCE COMMITTEE - Capital Programme Outturn 2017/18

Cost Centre	Scheme	Original Estimate 2017/18 £	Budget Moved from 2016/17 £	Slippage from 2016/17 £	Additional Approvals 2017/18 £	Total Approved Budget 2017/18 £	Revised Estimate 2017/18 £	Actual Expenditure 2017/18 £	Requested slippage into 2018/19 £
OROOF	Council Offices – Re-roofing (retention)	0	7,910	0	0	7,910	7,910	7,902	0
WINDW	Council Offices – Replacement Windows and Rooflights (retention)	0	4,540	0	0	4,540	4,540	4,541	0
TNSCP	Clitheroe Townscape Scheme	0	55,000	0	0	55,000	0	0	0
RBSVR	Replacement server for Revenues and Benefits	13,500	0	0	0	13,500	13,500	0	13,500
PSEQP	Printing section equipment upgrade	12,500	0	0	0	12,500	12,500	9,403	0
CSEAT	Council chamber – Tables and Seating renewal scheme	11,250	0	0	0	11,250	11,250	15,099	0
PHONE	New Council telephone system	45,000	0	0	0	45,000	45,000	0	45,000
CSUPG	Civic suite upgrade	45,000	0	0	0	45,000	45,000	13,510	27,640
PRGCP	Performance Reward Grant	0	0	0	0	0	0	13,817	0
ITSAN	ICT Infrastructure Refresh (Storage Area Network (SAN) and Network and Server Replacement)	0	0	6,650	1,350	8,000	8,000	8,000	0
Total Policy and Finance Committee		127,250	67,450	6,650	1,350	202,700	147,700	72,272	86,140

Request for slippage into 2018/19

Cost Centre and Scheme Title	RBSVR: Replacement Server for Revenues and Benefits
Scheme Description	Replacement of the current SUN M3000 server which hosts the Council's Revenues and Benefits system. In 2017, the current server will be over 5 years old.
Head of Service	Mark Edmondson
Year Originally Approved	2017/18
Revised Estimate 2017/18 for the Scheme	£13,500
Actual Expenditure in the Year 2017/18	£0
Variance - (Underspend) or Overspend	(£13,500)
Please provide full reasons for the (under) or over spend variance shown above?	The ICT section are awaiting technical and initial quote feedback from the main revenues system suppliers at year-end, before planning further quotes and the implementation approach for the server.

Slippage Request

Please grant the amount of Budget Slippage from 2017/18 to 2018/19 requested.	£13,500
Please give detailed information on the reasons for any request for slippage. Please provide as much information as possible in order to allow the request to be fully considered. Attach any information that you feel may be relevant.	Slippage of all the budget is required to purchase the replacement server for Revenues and Benefits.
By what date would the work or services related to any requested slippage be completed, if it were to be approved.	Within 2018/19

Request for slippage into 2018/19

Cost Centre and Scheme Title	PHONE: New Council Telephone System
Scheme Description	A new telephone system for the Council, which is likely to incorporate: <ul style="list-style-type: none"> • A new system (including main switchboard). • Servers and updated handsets hardware to run the system on. • Technical/consultant input to help spec the detail of the system and assist with the procurement process.
Head of Service	Michelle Smith
Year Originally Approved	2017/18
Revised Estimate 2017/18 for the Scheme	£45,000
Actual Expenditure in the Year 2017/18	£0
Variance - (Underspend) or Overspend	(£45,000)
Please provide full reasons for the (under) or over spend variance shown above?	The scheme is still in development stage, having sought supplier input over a period of time on the most appropriate telephone system solution. This is an iterative process. Following supplier input, officers will now develop the system requirements, a detailed specification will be confirmed and quotes will be obtained.

Slippage Request

Please grant the amount of Budget Slippage from 2017/18 to 2018/19 requested.	£45,000
Please give detailed information on the reasons for any request for slippage. Please provide as much information as possible in order to allow the request to be fully considered. Attach any information that you feel may be relevant.	Slippage of the full scheme budget to complete the delivery of a new telephone system.
By what date would the work or services related to any requested slippage be completed, if it were to be approved.	March 2019

Request for slippage into 2018/19

Cost Centre and Scheme Title	CSUPG: Civic Suite Upgrade scheme
Scheme Description	Upgrade of the main Council chamber with a new audio conferencing system, new lighting and electrical work, new curtains and carpet cleaning. Also, new curtains in other Committee rooms.
Head of Service	Adrian Harper
Year Originally Approved	2017/18
Revised Estimate 2017/18 for the Scheme	£45,000
Actual Expenditure in the Year 2017/18	£13,510
Variance - (Underspend) or Overspend	(£31,490)
Please provide full reasons for the (under) or over spend variance shown above?	<p>The work was all planned and ordered in 2017/18, but the following work still required completing at year-end:</p> <ul style="list-style-type: none"> • Audio conferencing system was planned in for final fitting in mid-April, at an estimated further cost of £21,116. • Motorised and other curtains were ordered, at an estimated cost of £5,134, but delivery and installation was not complete at year-end. • A small amount of final electrical work, estimated at £45.

Slippage Request

Please grant the amount of Budget Slippage from 2017/18 to 2018/19 requested.	£27,640
Please give detailed information on the reasons for any request for slippage. Please provide as much information as possible in order to allow the request to be fully considered. Attach any information that you feel may be relevant.	<p>Slippage will fund the following:</p> <ul style="list-style-type: none"> • Audio conferencing system, estimated cost £21,116. • Motorised and other curtains, estimated cost £5,134. • Final electrical work, estimated cost £45. <p>Slippage of £27,640 to 2018/19 is needed to cover these estimated costs plus some contingency.</p>
By what date would the work or services related to any requested slippage be completed, if it were to be approved.	The audio conferencing system, motorised curtains, other curtains and final electrical work was completed in April 2018.

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No.

meeting date: 19TH JUNE 2018
title: UPDATE ON THE CONSULTATION PARTNERSHIP – INFUSION RESEARCH
submitted by: DIRECTOR OF RESOURCES
principal author: MICHELLE HAWORTH – PRINCIPAL POLICY AND PERFORMANCE OFFICER

1 PURPOSE

- 1.1 To inform committee of the change of approach to the Council's consultation and research requirements.
- 1.2 Relevance to the Council's ambitions and priorities:
- Community Objectives – It is important to engage with the public, partners and staff in an effective and meaningful way in order to
 - Corporate Priorities – determine levels of satisfaction, and to help inform
 - Other Considerations – decision-making on service delivery.

2 BACKGROUND

- 2.1 We received a letter from Blackpool Council in early May 2018, Appendix A, which informed us that they would no longer be providing the Infusion Research service following the departure of the Infusion Service Manager.
- 2.2 It is clear that replacing the manager's role at Blackpool is not a viable option given the income pressures that come with it. It is also apparent that Blackpool would not be able to commit to delivering work for external organisations with the research capacity it will be left with. Therefore there will be no Infusion service offer from Blackpool Council in 2018/19.
- 2.3 It should be noted however, that the move to Blackpool Council at the beginning of 2016 enabled us to extend the life of the Infusion partnership and we have met the initial two year commitment.
- 2.4 We have paid Infusion an annual subscription of £6,500 plus VAT in recent years (a reduction from the £18K paid before that). This entitled the Council to draw down a number of days for research and consultation work based on:
- £250 per day of the Infusion Service Manager
 - £155 per day of an Infusion Support Officer
 - £75 per day of a Casual Fieldworker
- 2.5 Additional payments were made for postage and printing costs.
- 2.6 In recent years our subscription has paid for a variety of surveys and pieces of work:
- Biennial Employee Satisfaction Surveys
 - Biennial Perception Surveys
 - Clitheroe Food Festival Surveys
 - Clitheroe Market Redevelopment Consultation
 - Biennial Community Safety Consultation

- Council Tax Support Consultation
 - Maintenance of the Citizens' Panel database
 - Plus adhoc advice and input on smaller surveys as required
- 2.7 Some analysis carried out in 2015 summarised comparable costs for running a Staff Survey:
- Cost for Infusion based on 5 days @ £250 = £1,250
 - Average costs for Market Research companies = £3,500 - £4,500

3 COUNCIL CONSULTATIONS IN THE FUTURE

- 3.1 All historic data, surveys, reports and the Citizens Panel database have been transferred from Blackpool Council to ourselves. We had already planned to take back ownership of the Citizens' Panel database after the completion of the 2018 Perception Survey on the back of GDPR.
- 3.2 We shall carry on running smaller surveys ourselves, as we do currently. We retain ownership of the Snap Survey software. Our IT section has hosted online surveys on our Intranet/Internet for a number of years.
- 3.3 We are part of a network of Policy/Performance/Consultation officers across Lancashire which will enable access to data for comparison purposes.
- 3.4 Following on from the analysis of the 2018 Perception Survey we have already begun to consider additional and alternative methods of consulting with the public.
- 3.5 We will continue, however, to require occasional help and advice especially with larger, more complex, surveys and reports. Independent input is also useful for some pieces of consultation work – for example the Market Redevelopment Consultation.
- 3.6 The Council will retain a Consultation budget of £6,500 to be used for corporate consultation requirements which historically have been carried out by Infusion Research. Quotations from market research companies will be sought for these larger consultation activities – subject to our procurement policy.

4 RISK ASSESSMENT

- 4.1 The approval of this report may have the following implications
- Resources – None identified.
 - Technical, Environmental and Legal – None identified.
 - Political – None identified.
 - Reputation – None identified.
 - Equality & Diversity - None identified.

Michelle Haworth
 PRINCIPAL POLICY AND
 PERFORMANCE OFFICER

Jane Pearson
 DIRECTOR OF RESOURCES

REF:

For further information please ask for Michelle Haworth, extension 4421

Date: 04/05/2018

Michelle Haworth
Ribble Valley Borough Council
Council Offices
Church Walk
Clitheroe

Our Ref: INFPBC18
Your Ref: INFPBC18

Dear Michelle

Further to previous updates, I am writing to confirm that Blackpool Council will no longer be able to offer an external research service to Ribble Valley Borough Council, delivered under the Infusion name to this point.

After the resignation of Adam Pearson, the Infusion Research manager, we have undertaken a considered review of the service's financial position. It is clear that continuing to offer the service is not viable given the income pressures attached to it and levels of demand within the public sector. We could not confidently commit to delivering such a service with our remaining capacity.

Whilst it is with regret that we can no longer commit to offering and hosting the Infusion research service, I am aware that the move over to Blackpool at the beginning of 2016 still enabled us to extend the life of what was the Infusion partnership. The initial two year commitment has been met and so we are formally calling to an end the Service Level Agreement which expired on 31 March 2018.

We do not make this decision lightly, but we do so in the knowledge that there are viable alternative solutions in the market for you to turn to if needed.

Yours sincerely



Neil Jack
Chief Executive



RIBBLE VALLEY BOROUGH COUNCIL

REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No.

meeting date: 19th JUNE 2018
title: PERCEPTION SURVEY 2018
submitted by: DIRECTOR OF RESOURCES
principal author: MICHELLE HAWORTH – PRINCIPAL POLICY AND PERFORMANCE OFFICER

1 PURPOSE

1.1 To inform committee of the results of the Perception Survey 2018.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives –
 - Corporate Priorities –
 - Other Considerations -
- The survey has been used to gauge perception and monitor the levels of satisfaction with the Council's services. The data collected can be used to help inform the development of Council strategies. The Corporate Strategy sets out the Council's ambitions and priorities for the following years.

2 BACKGROUND

2.1 The national Place Survey was conducted in 2009, with the intention of repeating every two years. Following the removal of the requirement for a biennial Place Survey the majority of local authorities saw a continuing need to collect customer satisfaction and perception data. Ribble Valley BC has continued to carry out a biennial survey based on the questions asked in the Place Survey, which allows comparison with other authorities and the ability to track trends. Some additional questions are added.

2.2 Councils all over the country are faced with decisions about reducing many of their services and whether to charge for others, as a result of reductions in government funding.

2.3 The survey can be used to help make decisions about where limited resources should be targeted, and gathers residents' views on the local area, public services, specific council services and the local community. The information from the survey will be used to compare changes in opinion/ need from previous surveys.

2.4 The specific objectives of the survey are to:

- Understand current views of the local area
- Better understand usage of, and satisfaction with, Council services;
- Gather views on public service providers;
- Understand views on specific services (recycling, communication and customer service);
- Gather views on the local community

3 METHODOLOGY

3.1 The perception survey was sent by post to 456 panel members on 10 January 2018. A further 382 email invitations were sent to panel members on the same date. A reminder was sent on 10 February, with a final closing date of 25 February 2018. Members of the public were encouraged to complete the survey online via the council's consultation page. This method was promoted on various social media platforms from

RVBC social media pages.

- 3.2 In total 608 questionnaires were returned in total with 417 of those from the Citizens' Panel, an overall response rate of 53%. Of this total, 326 responses were received by post whilst 282 responses were received online.
- 3.3 In order to ensure that the survey reached people in all sections of the community, respondents were asked to provide some demographic information including their gender, age, disability and ethnicity. The breakdown of respondents by these groups is provided in section 3 of the report.
- 3.4 The data is weighted by age, gender, disability and ethnicity to reflect the overall population of Ribble Valley, and figures are based on all respondents unless otherwise stated.
- 3.5 The relatively high return from non-Panel members compared to previous surveys should be considered when reviewing the results, as set out in the Executive Summary of the report. In particular this has had an impact on the reliability of comparisons over time.
- 3.6 How well the sample represents the population is gauged by two important statistics – the survey's margin of error and confidence level. For example, this survey has a margin of error of plus or minus 3.95% at a 95 percent level of confidence. This means that if the survey was conducted 100 times, the data would be within 3.95 percentage points above or below the percentage reported in 95 of the 100 surveys (see table below). Typically 3% is considered to be a 'good' margin of error.

Figure 2.1: Margins of error at 95% confidence Survey Sample Size	Margin of Error Percent
608	+/- 3.95
500	+/- 4.4
250	+/- 6.2
100	+/- 9.8

4 FINDINGS

- 4.1 Initial results have been presented to Corporate Management Team (CMT). The full report of Ribble Valley's Perception Survey results, as prepared by Infusion, is attached at Appendix A. A summary is provided below.
- 4.2 Your local area
 - Health services, road and pavement repairs and the level of crime are seen to be the three most important things that make the local area a good place to live
 - 79% of residents are satisfied with their local area as a place to live
- 4.3 Local public services
 - 60% feel the Council provides value for money, down from 71% in 2015, but still higher than the County Council (26%)
 - Around three fifths of residents are satisfied with the Council overall
- 4.4 Recycling services
 - Around 9 in 10 residents are satisfied with refuse and recycling services provided by the Council
 - More than 9 in 10 residents regularly recycle glass, cans, plastic, and paper/ cardboard
- 4.5 Information and customer service

- People feel less informed about the Council than they did two years ago (47% in 2018, 64% in 2015)
- The proportion of residents who feel informed about how and where to register to vote remains the same as in 2015 (97%)
- Residents would still prefer the local newspaper as their source of communication about the council (44%) closely followed by a Council e-newsletter (43%) which is up on 2015 (38%)

4.6 Local community

- Perceptions of safety and anti-social behaviour in the local area are down on 2015 but 9 in 10 still feel safe during the day and 7 in 10 at night
- The perception that the police and public services are dealing with these issues successfully is down from 43% in 2015 to 29%

5 RISK ASSESSMENT

5.1 The approval of this report may have the following implications

- Resources - Analysis and report writing was done by Infusion and was covered by our annual contribution to the partnership. Printing and postage was an additional cost.
- Technical, Environmental and Legal – None identified.
- Political – None identified.
- Reputation – Some of the positive results are being used in communications with the public ie Ribble Valley News and will be communicated to staff.
- Equality & Diversity - In order to ensure that the survey reached people in all sections of the community, respondents were asked to provide information about themselves including their gender, age, disability and ethnicity. For each question in the survey, comparisons were made between different sub-groups of respondents (namely gender, age, disability and geographic area) to look for statistically significant differences in opinion. Only statistically valid differences between sub-groups are described in the main body of the report. Some groups cannot be included in the sub-group analysis as there were too few respondents to allow statistically significant results (e.g. young people and ethnic minorities).

6 CONCLUSION

6.1 The Perception Survey is an important indicator of how our residents feel about public services in the Ribble Valley. We now have the opportunity to make the most of the data available and a chance to link the findings to our decision-making processes and our Strategic Planning.

Michelle Haworth
PRINCIPAL POLICY AND
PERFORMANCE OFFICER

Jane Pearson
DIRECTOR OF RESOURCES

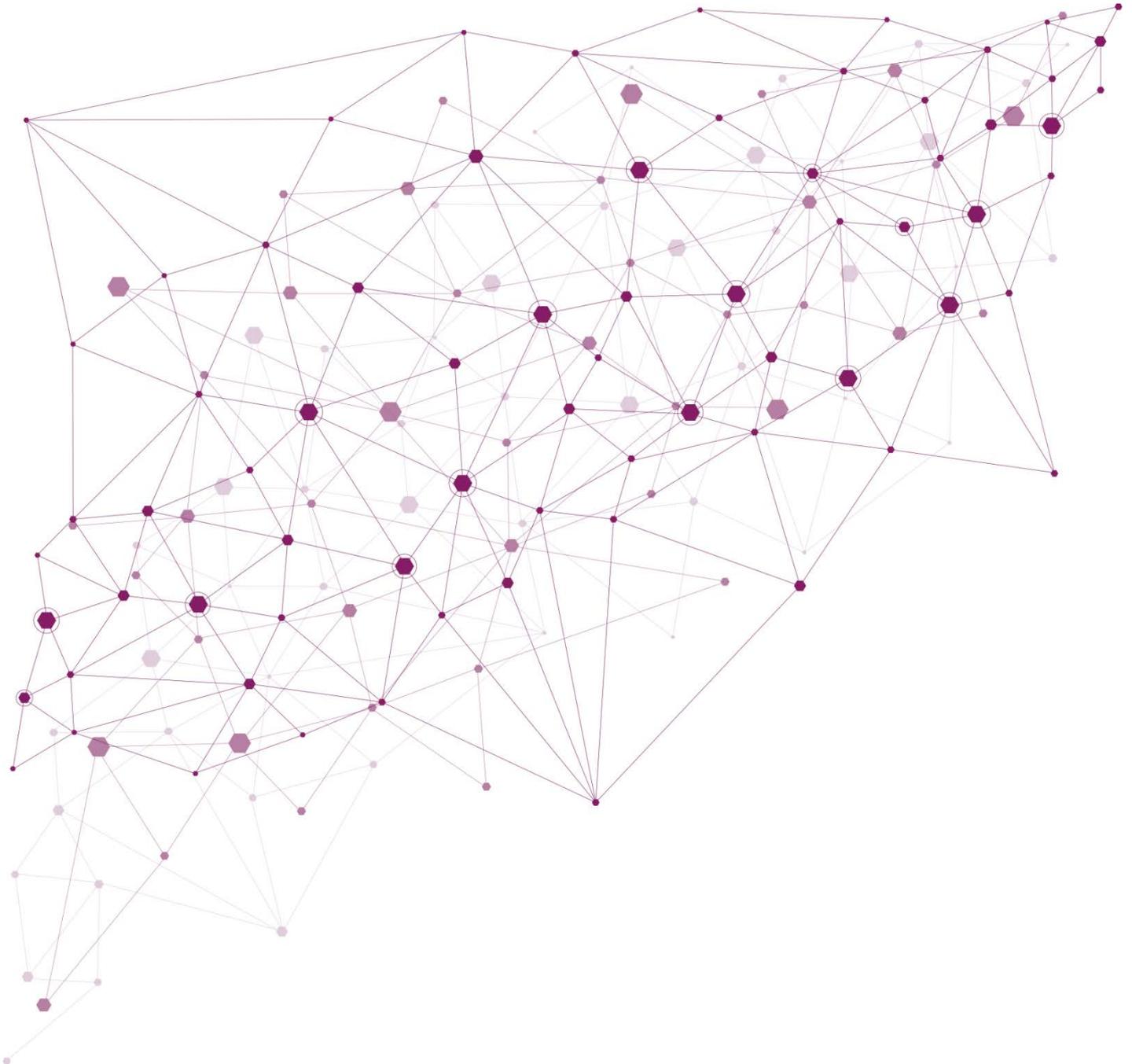
BACKGROUND PAPERS:

REF:

For further information please ask for Michelle Haworth, extension 4421

Ribble Valley Council

Perception Survey 2018



in:fusion



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

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4. Main Findings	11

1. Executive Summary

The Ribble Valley Borough Council Perception Survey 2018 was undertaken with residents across the borough of Ribble Valley. The aim of the survey was to determine views on the local area, local public services and the local community.

608 questionnaires were returned in total with 417 of those from the Citizens' Panel, an overall response rate of 53%.

1.1. Comparison of panel vs non-panel results

Question	Panel	Non-Panel	Overall
About your local area			
Overall, how satisfied or dissatisfied are you with your local area as a place to live?	86%	67%	79%
Your local public services			
Satisfaction with keeping public land clear of litter and refuse	65%	53%	61%
Satisfaction with household refuse collection	90%	87%	89%
Satisfaction with doorstep recycling	87%	82%	85%
Satisfaction with parks and open spaces	73%	53%	66%
Agree that RVBC provides value for money	67%	47%	60%
Agree that LCC provides value for money	32%	16%	26%
Satisfaction with the way RVBC runs things	68%	32%	59%
Satisfaction with the way LCC runs things	42%	11%	24%
Information and customer service			
Informed about how and where to vote	97%	98%	97%
Informed about how council tax is spent	84%	63%	76%
Informed about how to get involved in local decisions	44%	25%	37%
Informed about the standards of service to expect	48%	32%	42%
Informed about how well the council is performing	50%	30%	43%
Informed about how to complain	45%	28%	39%
Informed overall about RVBC	54%	35%	47%
Agree it was easy to find out how to contact RVBC	87%	72%	81%

Agree I did not have to wait long to get to the right person	77%	61%	70%
Agree the staff were polite	83%	71%	78%
Agree the staff were knowledgeable	75%	59%	68%
Agree the information provided was easy to understand	82%	69%	76%
Agree that overall I was satisfied with my experience	75%	58%	68%
The local community			
Agree that I can influence local decisions	28%	19%	25%
Agree that different backgrounds get on well together	40%	26%	32%
Feel safe in the local area after dark	72%	65%	70%
Feel safe in the local area during the day	92%	87%	90%
Noisy neighbours are not a problem	95%	86%	92%
Teenagers hanging around is not a problem	42%	41%	42%
Rubbish lying around is not a problem	38%	31%	35%
Vandalism or graffiti is not a problem	43%	44%	43%
People using or dealing drugs is not a problem	35%	39%	37%
People being drunk in public is not a problem	43%	44%	43%
Agree that the Police and others are dealing with ASB	32%	26%	30%

1.2. Summary of overall results

- Health services, road and pavement repairs and the level of crime are seen to be the three most important things that make the local area a good place to live
- 79% of residents are satisfied with their local area as a place to live
- Around 9 in 10 residents are satisfied with refuse and recycling services provided by the Council
- 60% feel the Council provides value for money, down from 71% in 2015, but still higher than the County Council (26%)
- Around three fifths of residents are satisfied with the Council overall
- More than 9 in 10 residents regularly recycle glass, cans, plastic, and paper/ cardboard

- People feel less informed about the Council than they did two years ago (47% in 2018, 64% in 2015)
- The proportion of residents who feel informed about how and where to register to vote remains the same as in 2015 (97%)
- Residents still prefer the local newspaper as their source of communication about the council (44%) closely followed by the Council e-newsletter (43%) which is up on 2015 (38%)
- Perceptions of safety and anti-social behaviour in the local area are down on 2015 but 9 in 10 still feel safe during the day and 7 in 10 at night
- The perception that the police and public services are dealing with these issues successfully is down from 43% in 2015 to 29%

1.3. Panel comparison 2017 v 2015

The following table illustrates a comparison between the 2018 Citizens' Panel respondents and the 2015 overall response.

Question	2018 Panel	2015
About your local area		
Satisfaction with the local area as a place to live	86%	94%
Your local public services		
Satisfaction with keeping public land clear of litter and refuse	65%	72%
Satisfaction with household refuse collection	90%	88%
Agree that RVBC provides value for money	67%	71%
Satisfaction with the way RVBC runs things	68%	74%
Information and customer service		
Informed overall about RVBC	54%	64%
Overall satisfaction with customer experience	75%	76%
The local community		
Agree that they can influence local decisions	28%	34%
Feel safe in the local area during the day	92%	96%
Agree that the Police and others are dealing with ASB	32%	43%

2. Background and Methodology

2.1. Background

Councils all over the country are faced with decisions about reducing many of their services and whether to charge for others, as a result of reductions in government funding.

To help make decisions about where limited resources should be targeted, Ribble Valley Borough Council undertook a survey to gather residents' views on the local area, public services, specific council services and the local community. The information from the survey will be used to gather the latest view as well as comparing changes in opinion/ need from previous surveys.

2.2. Objectives

The specific objectives of the survey are to:

- Understand current views of the local area
- Better understand usage of, and satisfaction with, Council services;
- Gather views on public service providers;
- Understand views on specific services (recycling, communication and customer service);
- Gather views on the local community

2.3. Methodology

The perception survey was sent by post to 456 panel members on 10 January 2018. A further 382 email invitations were sent to panel members on the same date. A reminder was sent on 10 February, with a final closing date of 25 February 2018. Members of the public were encouraged to complete the survey online via the council's consultation page. This method was promoted on various social media platforms from RVBC social media pages.

In total 608 questionnaires were returned with 417, giving an overall response rate of 53%. Of this total, 326 responses were received by post whilst 282 responses were received online.

In order to ensure that the survey reached people in all sections of the community, respondents were asked to provide some demographic information including their gender, age, disability and ethnicity. The breakdown of respondents by these groups is provided in section 3.

The data is weighted by age, gender, disability and ethnicity to reflect the overall population of Ribble Valley, and figures are based on all respondents unless otherwise stated.

The relatively high return from non-Panel members compared to previous surveys and should be considered when reviewing the results, as set out in the Executive Summary. In particular this has had an impact on the reliability of comparisons over time.

How well the sample represents the population is gauged by two important statistics – the survey's margin of error and confidence level. For example, this survey has a margin of error of plus or minus

3.95% at a 95 percent level of confidence. This means that if the survey was conducted 100 times, the data would be within 3.95 percentage points above or below the percentage reported in 95 of the 100 surveys (see figure 2.1 below). Typically 3% is considered to be a 'good' margin of error.

Figure 2.1: Margins of error at 95% confidence

Survey Sample Size	Margin of Error Percent
608	+/- 3.95
500	+/- 4.4
250	+/- 6.2
100	+/- 9.8

For each question in the survey, comparisons have been made between different sub-groups of respondents (namely gender, age, disability and geographic area) to look for statistically significant differences in opinion. Statistically valid differences between sub-groups are described in the main body of the report. Some groups cannot be included in the sub-group analysis as there were too few respondents to allow statistically significant results (e.g. young people and ethnic groups).

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

Ribble Valley Borough Council ran a perception survey in 2015 using the same methodology used in 2018. The survey was sent to all panel members and in total 417 responses were received, giving a response rate of 55%.

3. Who Responded?

Please note that for the purpose of identifying the borough composition in the tables below, data has been taken from the 2011 Census or the Office for National Statistics 2016 mid-year estimates where available.

3.1. Gender

More females than males responded to the latest Perception Survey. The weighting process has brought the balance in line with the actual male/ female split for Ribble Valley.

Figure 3.1: Gender

Gender	Un-weighted	Weighted	Borough actual
Male	47%	49%	49%
Female	53%	51%	51%

3.2. Age

Given the low number of younger respondents, it was not possible to weight the different age groups in line with the actual borough percentage. To have done so would have led to unreliably high weightings being applied to a small group of respondents.

As a result, after the weighting, the youngest age group (16 to 24 year olds) has been combined with the 25 to 44 year old age group. The new 16 to 44 age group accounts for 11% of the response sample, this has been weighted up to 17% to more accurately reflect the make-up of the borough, whilst the oldest age group has been reduced to 45%, although this is still higher than the actual borough population of people aged 65 or over.

Figure 3.2: Age

Age group	Un-weighted	Weighted	Borough actual
16-44	11%	17%	33%
45-64	34%	38%	38%
65+	55%	45%	29%

3.3. Disability

15% of respondents consider themselves to have a disability which similar to the borough Census statistics. Weighting was applied to ensure any adjustments to other demographic questions did not alter the disability split.

Figure 3.3: Disability

Disability	Un-weighted	Weighted	Borough actual
Yes	15%	17%	17%
No	85%	83%	83%

3.4. Ethnicity

The unweighted ethnicity breakdown was not too dissimilar to the actual borough population.

Figure 3.4: Ethnicity

Ethnicity	Un-weighted	Weighted	Borough actual
White British	98%	98%	96%
Other	2%	2%	4%

3.5. Where they live

Respondents were asked to provide their home postcode to enable the results to be analysed by different parts of the borough. In order to achieve this, for the purposes of this report the 24 wards in Ribble Valley have been grouped to form 6 areas:

- **Clitheroe** – Low Moor and Edisford, St Mary’s, Salthill, Primrose, Littlemoor
- **RV North West** – Alston and Hothersall, Derby with Thornley, Dilworth, Ribchester and Chipping
- **RV South West** – Mellor, Wilshire, Clayton-le-Dale with Ramsgreave, Langho, Billington and Old Langho
- **RV South East** – Whalley, Wiswell and Pendleton, Sabden, Read and Simonstone
- **RV North East**– Chatburn, Gisburn and Rimington
- **RV Central** – Aighton, Bailey and Chaigley, Waddington and West Bradford, and Bowland, Newton and Slaidburn

To ensure consistency with previous surveys, the response data has not been weighted by locality. However, the response received across the different areas of Ribble Valley is broadly in line with the actual borough population statistics.

The weighted response rate from Clitheroe has increased since the 2015 perception survey (33% from 24%) while all other areas have seen a small decrease.

Figure 3.5: Ribble Valley Areas

Area	Un-weighted	Weighted	Borough actual
Clitheroe	30%	33%	26%
RV North West	16%	16%	20%
RV South West	23%	23%	23%
RV South East	17%	17%	16%
RV North East	5%	5%	5%
RV Central	9%	8%	10%

4. Main Findings

4.1. About the local area

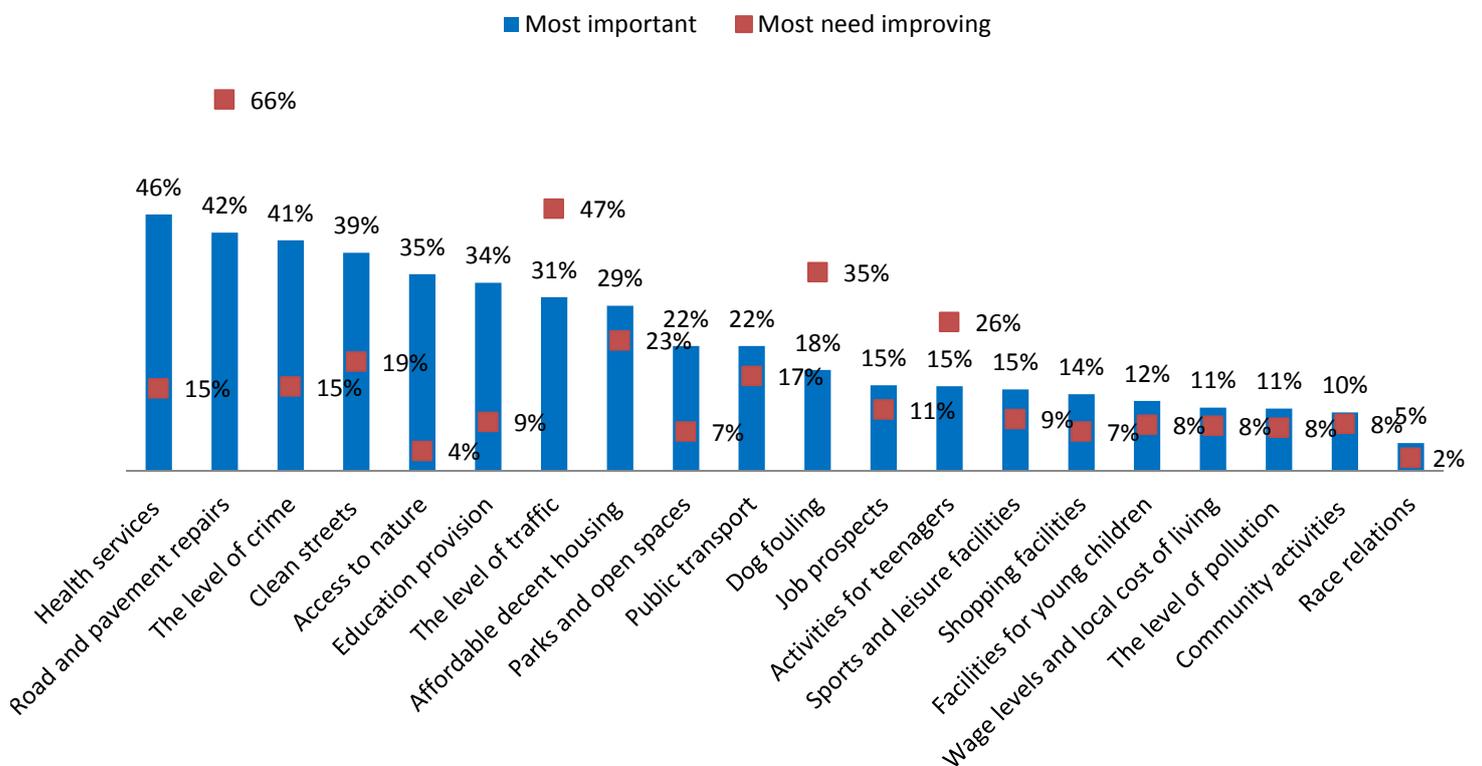
Q1 – Thinking generally, please use the left hand column to indicate which of the features listed you feel are most important in making somewhere a good place to live. In addition, please use the right hand column to indicate which of these things need improving the most in your local area.

Throughout the survey, respondents were asked to consider their ‘local area’. This was defined as the area within 15-20 minutes walking distance from their home.

Health services, road and pavement repairs and the level of crime are seen to be the three most important things that make the local area a good place to live. In the 2015 survey the three most important factors were the Health services, the level of crime and access to nature (in that order).

Figure 4.1 shows the factors most important to people (blue bars) and which people feel need most improvement (red squares). The top three things listed above do not appear to be in need of improvement. However, the second most important factor, road and pavement repairs, is considered to be the thing most in need of improvement. The level of traffic and dog fouling also appear to be in need of improvement.

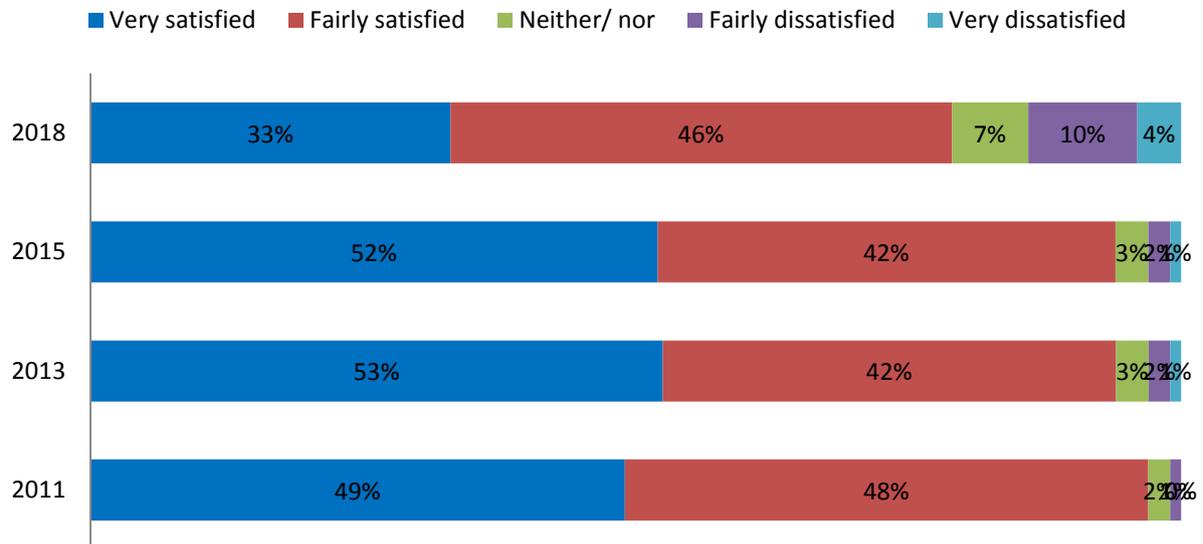
Figure 4.1: Most important and most in need of improvement in the local area (base – 41/456)



Q2 – Overall, how satisfied or dissatisfied are you with your local area as a place to live?

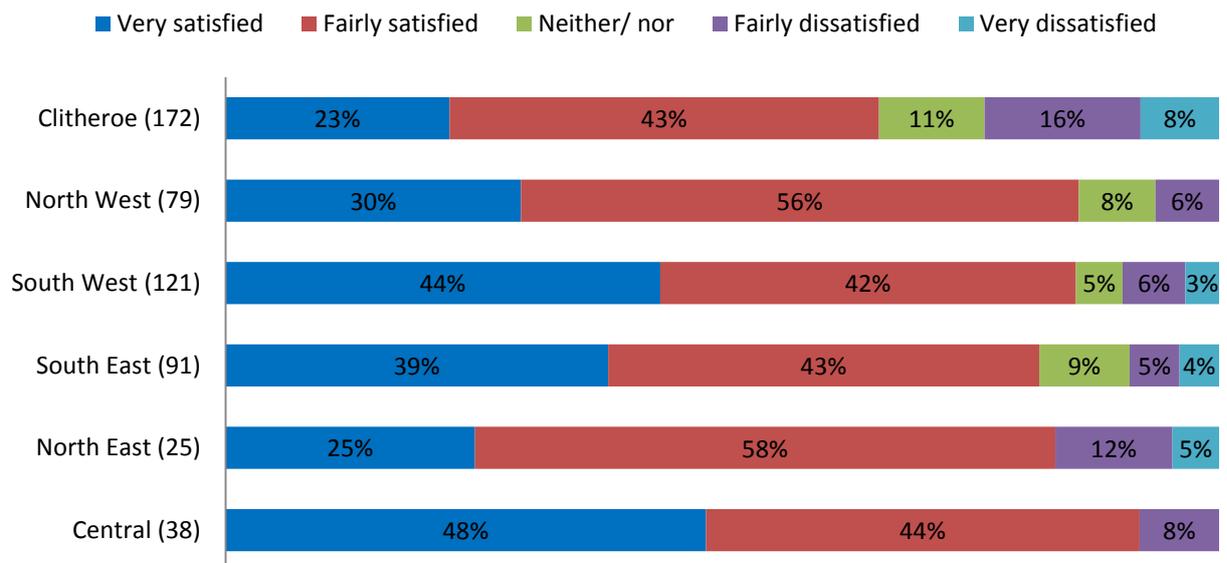
79% are very or fairly satisfied with their local area as a place to live (94% in 2015).

Figure 4.2: Satisfaction with the local area as a place to live (base – 559)



Satisfaction appears higher for residents living in the Central area of Ribble Valley and lowest (relatively) in the Clitheroe area.

Figure 4.3: Satisfaction with the local area as a place to live by area (base totals in brackets)



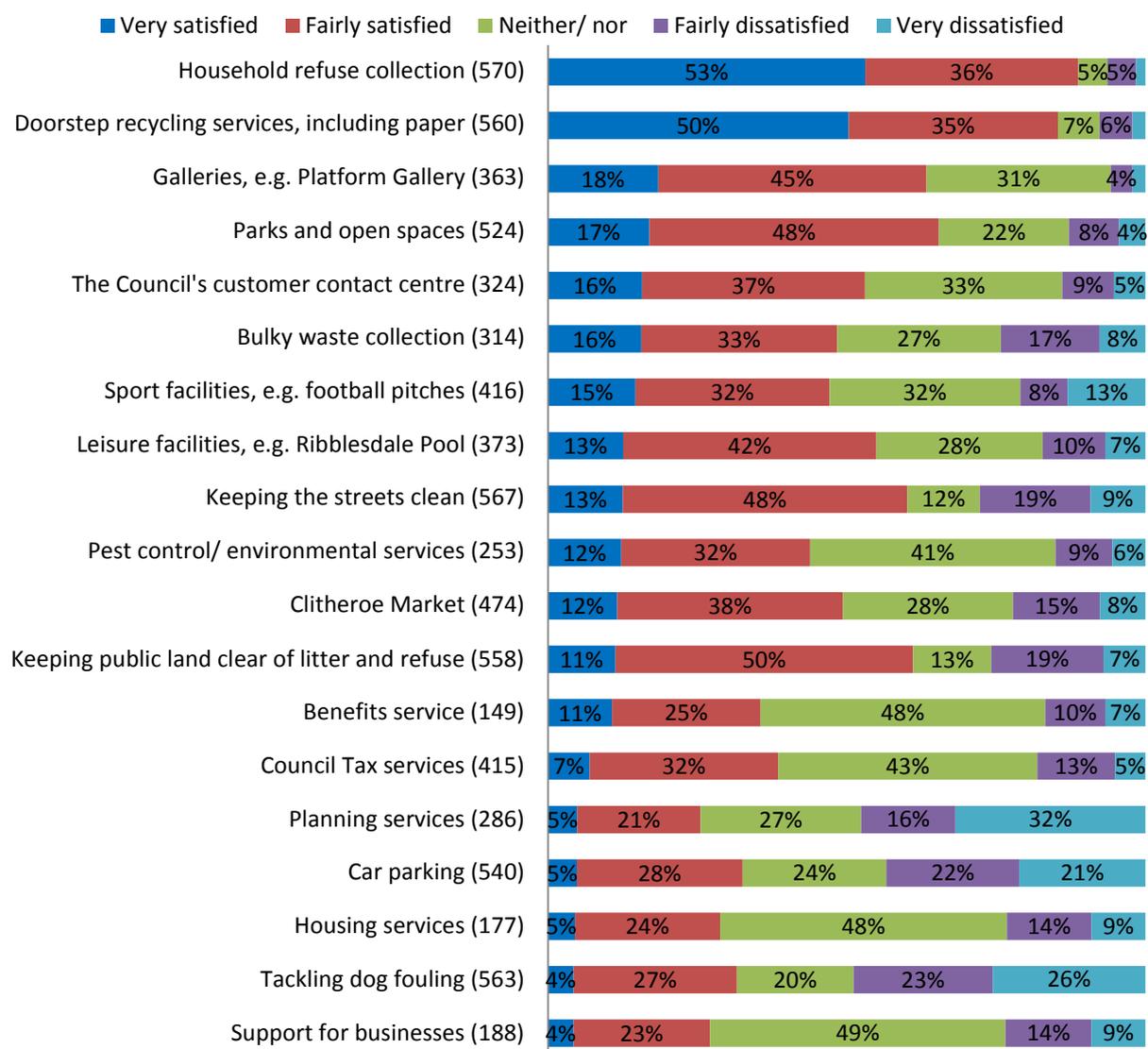
4.2. Local public services

Q3 – How satisfied or dissatisfied are you with each of the following local services/ facilities provided by Ribble Valley Borough Council in your local area?

Satisfaction appears to be at its highest for household refuse collection. 89% are very or fairly satisfied with the refuse service (88% in 2015) whilst 85% are very or fairly satisfied with doorstep recycling services (89% in 2015).

Dissatisfaction appears to be at highest for tackling dog fouling and planning. 49% are fairly or very dissatisfied with dog fouling (down from 41% in 2015) whilst 48% are fairly or very dissatisfied with planning (40% in 2015).

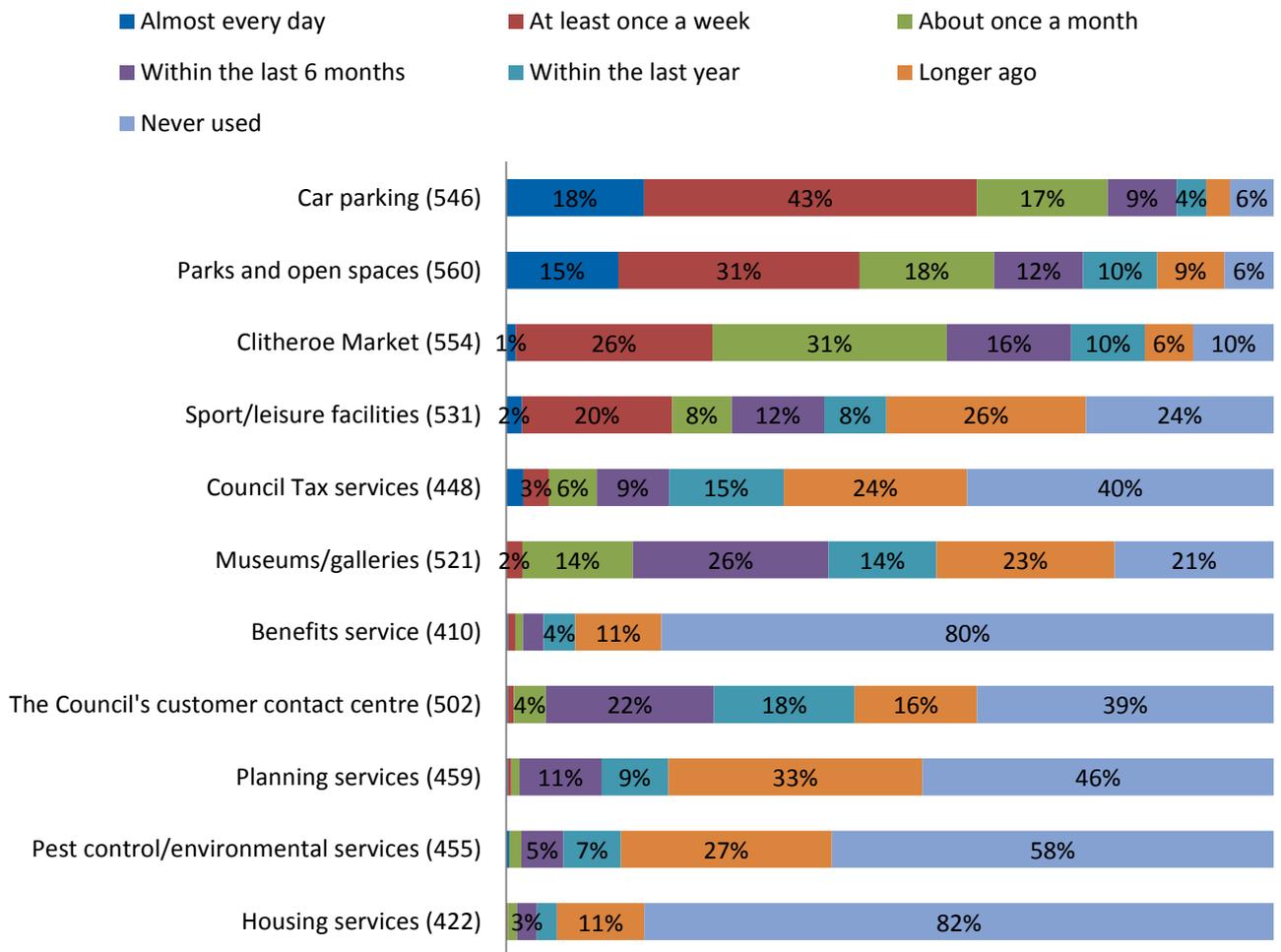
Figure 4.4: Satisfaction with Council services (base totals in brackets)



Q4 – Please indicate how frequently you have used the following public services provided by Ribble Valley Borough Council.

Parks and open spaces and car parks are the most frequently used council services. 43% visit a local park at least weekly; this has risen after falling over the last few years (37% in 2015, 42% in 2013, 49% in 2011). Three out of five residents use a local car park at least weekly.

Figure 4.5: Frequency of service use (base totals in brackets)

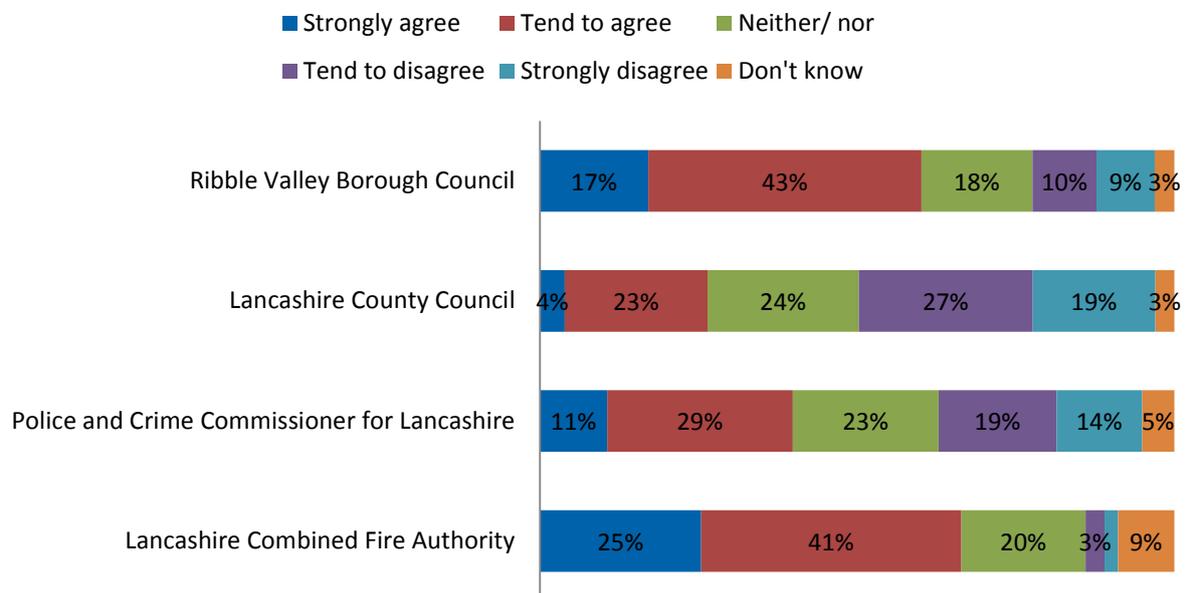


Q5 – Approximately £12 a month of your council tax payment goes to Ribble Valley Borough Council, approximately £102 a month goes to Lancashire County Council, approximately £14 a month goes to the Police and Crime Commissioner for Lancashire, and approximately £5 per month goes to Lancashire Combined Fire Authority. To what extent do you agree or disagree that the authorities provide value for money?

60% strongly or tend to agree that Ribble Valley Borough Council provides value for money, dropping from 71% in 2015. This is highest in the South West of the borough (71%) and lowest in Clitheroe (47%).

Agreement of perceived value for money from the district council is higher than the county council (26%) and the PCC (40%).

Figure 4.6: Value for money offered by local public services (base – 582)



Q6 – Overall, how satisfied or dissatisfied are you with the way the different authorities runs things?

59% of residents are very or fairly satisfied with the way Ribble Valley Borough Council runs things. This compares to 74% in 2015, 76% in 2013 and 69% in 2011.

Again, satisfaction is higher than that found for the county council (24%), and the PCC (39%).

Figure 4.7: Satisfaction with the way different authorities run things (base – 576)

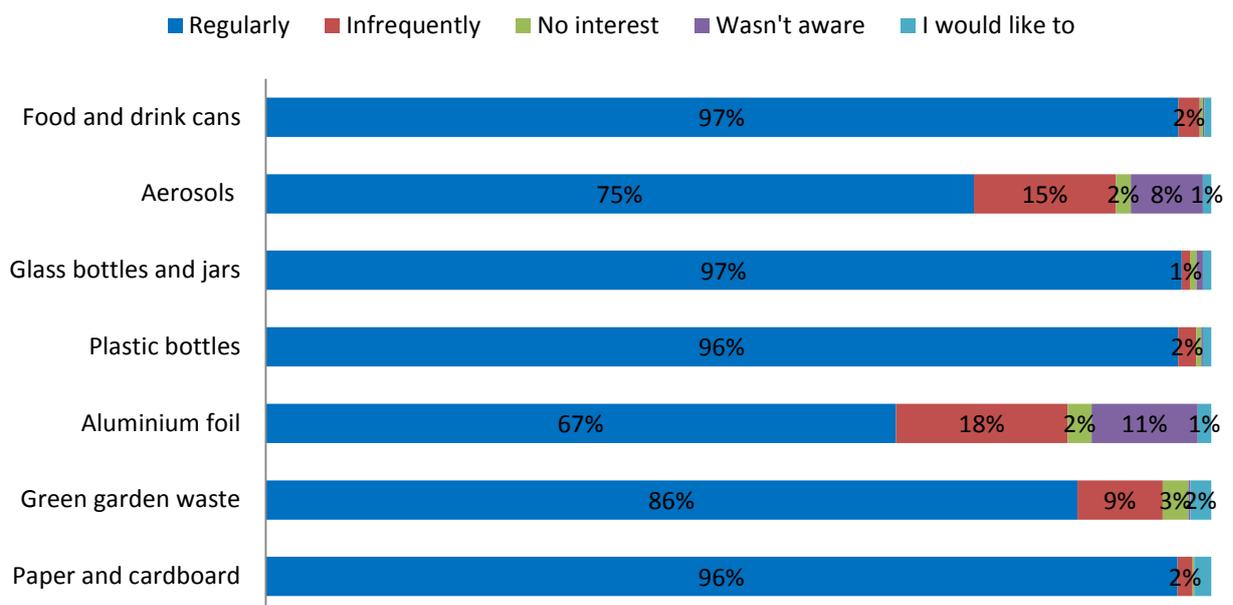


4.3. Recycling services

Q7 – We would like to know more about your recycling habits

Recycling is high across the borough, with more than 9 in every 10 residents regularly recycling glass, cans, plastic and paper/ cardboard.

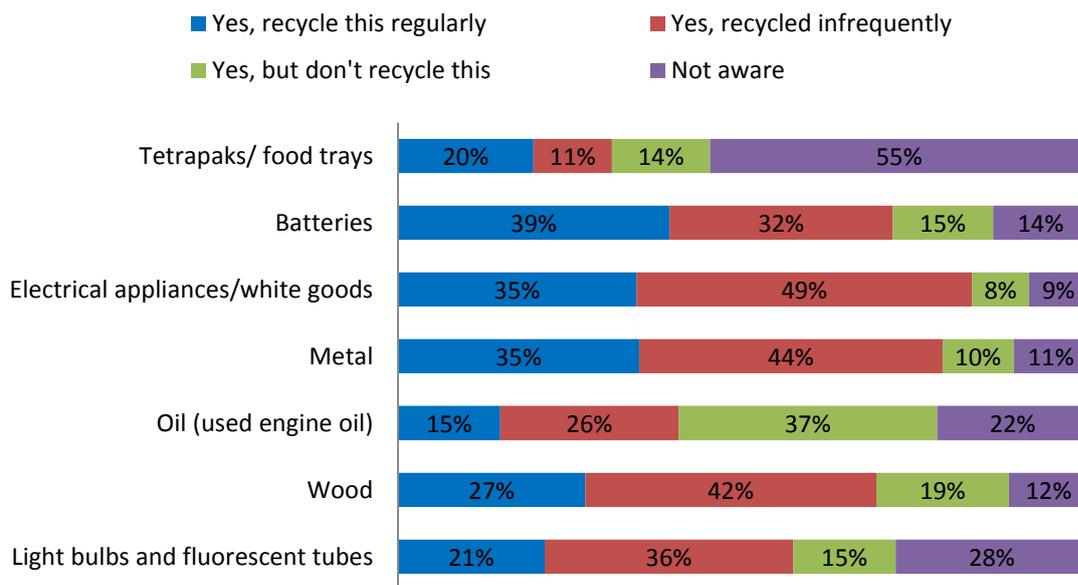
Figure 4.8: Recycling frequency (base – 579)



Q8 - Are you aware that the following waste can be recycled at one of the Lancashire County Council's Household Waste Recycling Centres (such as Henthorn, Clitheroe and Chapel Hill, Longridge)?

With the exception of tetrapacks, awareness is high for additional materials which can be recycled at household recycling centres across the borough.

Figure 4.9: Awareness of additional recycling materials (base – 566)



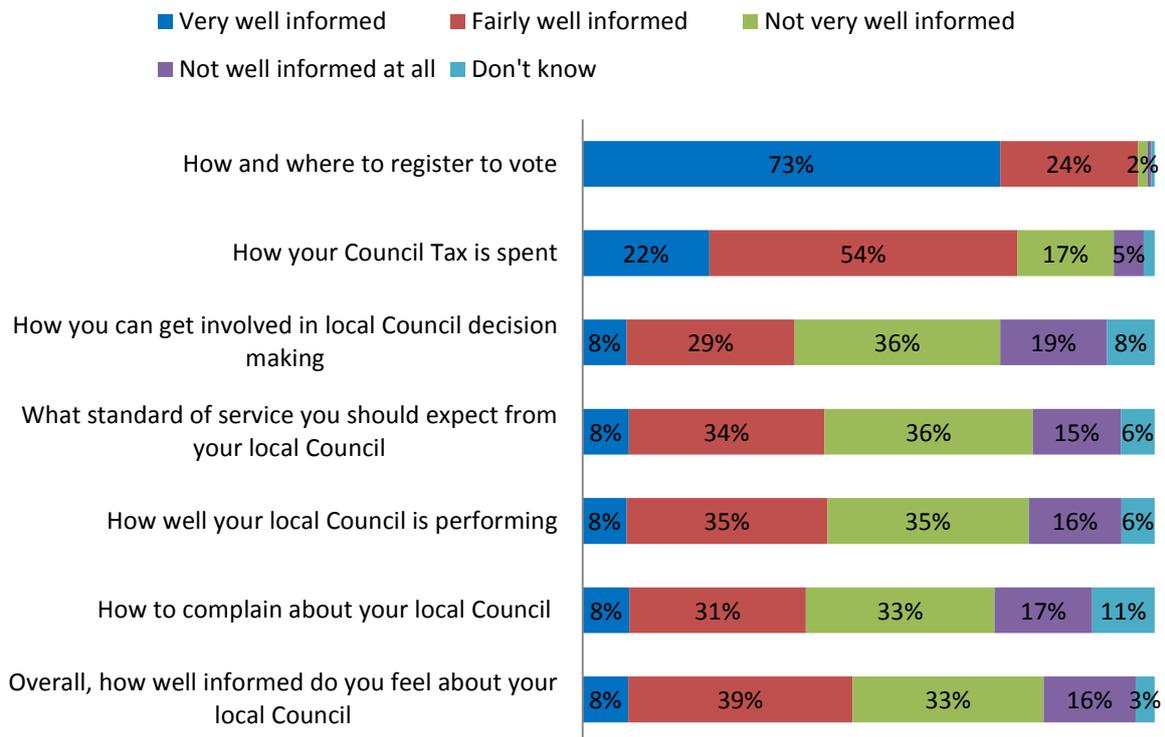
4.4. Information and customer service

Q9 – How well informed, if at all, do you feel about each of the following?

The level to which residents feel informed varies according to each statement below.

97% feel very or fairly well informed about how and where to vote. This falls to 39% with regard to how to complain about your local council and 37% for how you can get involved in local council decision making.

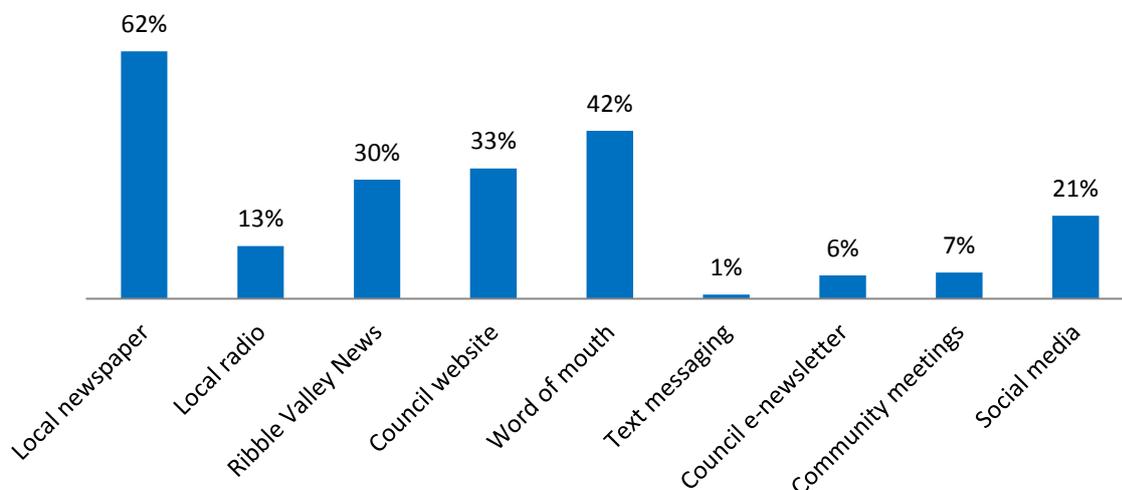
Figure 4.10: How well informed residents feel (base – 578)



Q10 – How do you receive information about the Council? (base – 538)

Three fifths of residents currently receive information about the council from their local newspaper. Two fifths receive their information through word of mouth followed by one-third who receive information from the Council website.

Half of residents aged 16-44 receive information about the council through social media (51%) compared to just 11% of those over 65.

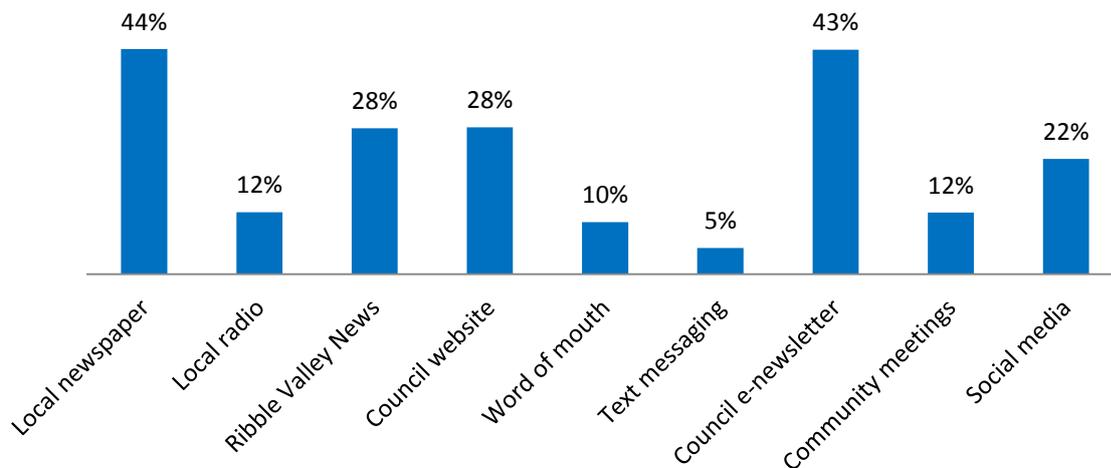


Q11 – How would you prefer to receive information about the Council?

44% of residents prefer to receive information about the Council through the local newspaper, higher for those aged 65 or over (54%). They also like to find out about the Council through Ribble Valley News and the Council e-newsletter.

Text messaging and social media are less popular communication methods for receiving information about the Council. 53% of 18 to 44 year olds would like to receive information through Facebook or Twitter compared to 37% in 2015.

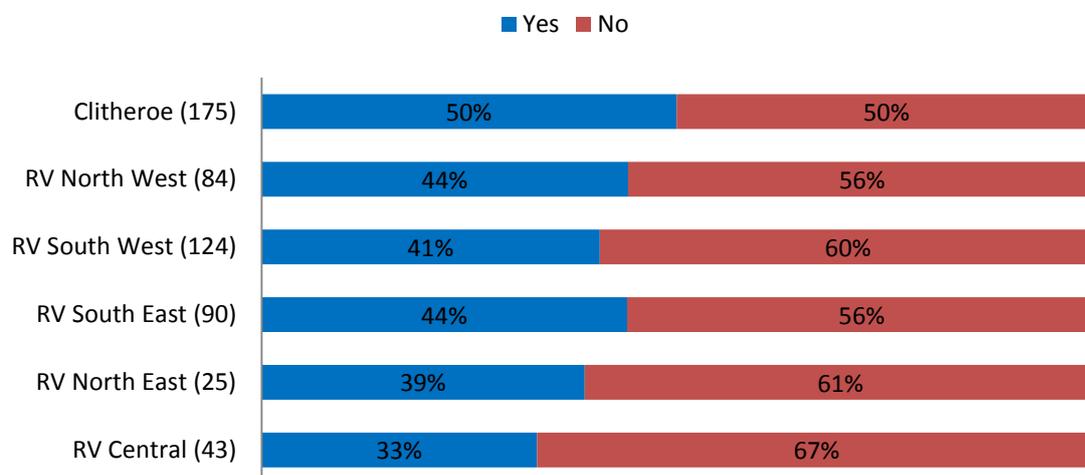
Figure 4.11: Communication preferences (base – 548)



Q12 – Have you contacted the Council in the last 6 months?

Overall, 44% of respondents had contacted the Council in the last 6 months, up from 40% in 2015. Residents living in the Clitheroe area appear most likely to contact the Council (50%), with those in the Central of the borough least likely (33%).

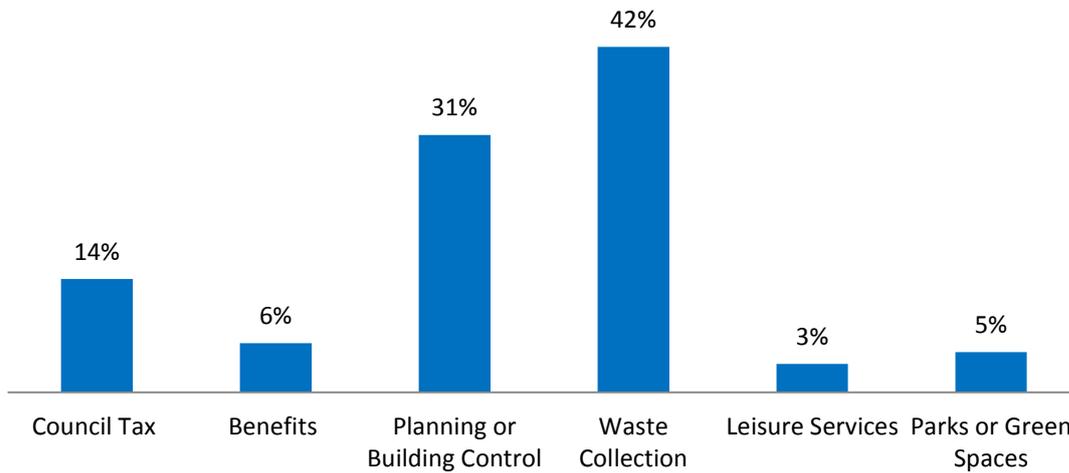
Figure 4.12: Whether residents have contacted the Council in the last 6 months (base totals in brackets)



Q13 – Thinking of the last contact, what was it about?

The main reasons for contacting the Council in the last 6 months were matters relating to waste collection or planning and building control. On further analysis, a number of ‘other’ reasons were given for contacting the Council, including dog fouling, road maintenance and pest control.

Figure 4.13: Reason for contact (base – 197)

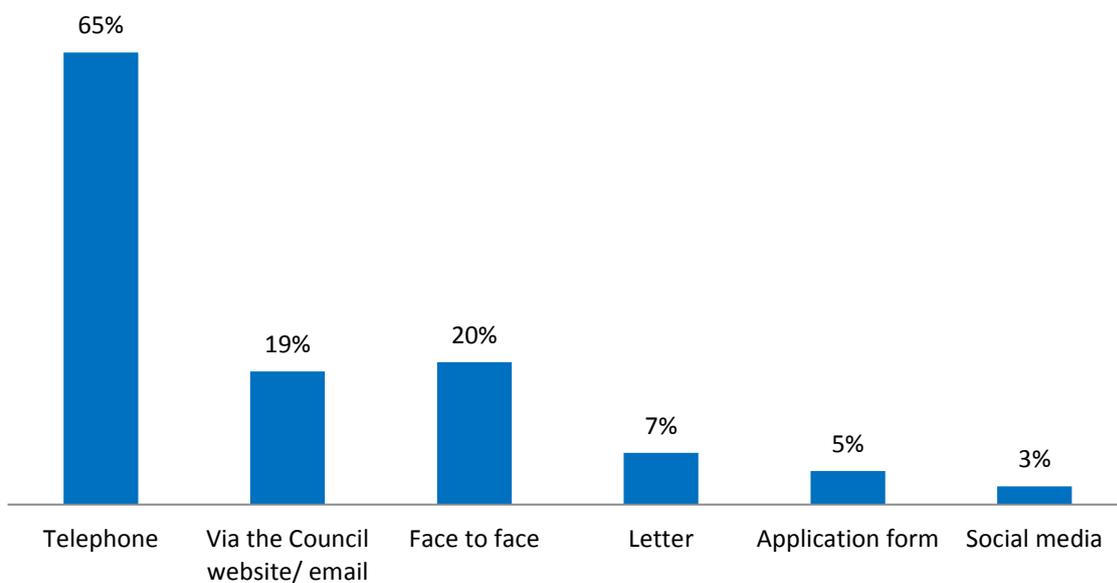


Q14 – How did you contact the Council?

The vast majority of contact was made by telephone (65%) which is down from 73% in 2015. Residents aged 65 or over are more likely to contact the Council in person (25%).

Residents of RV South West are most likely to telephone the Council (76%), whilst Clitheroe residents are most likely to contact the Council in person (26%).

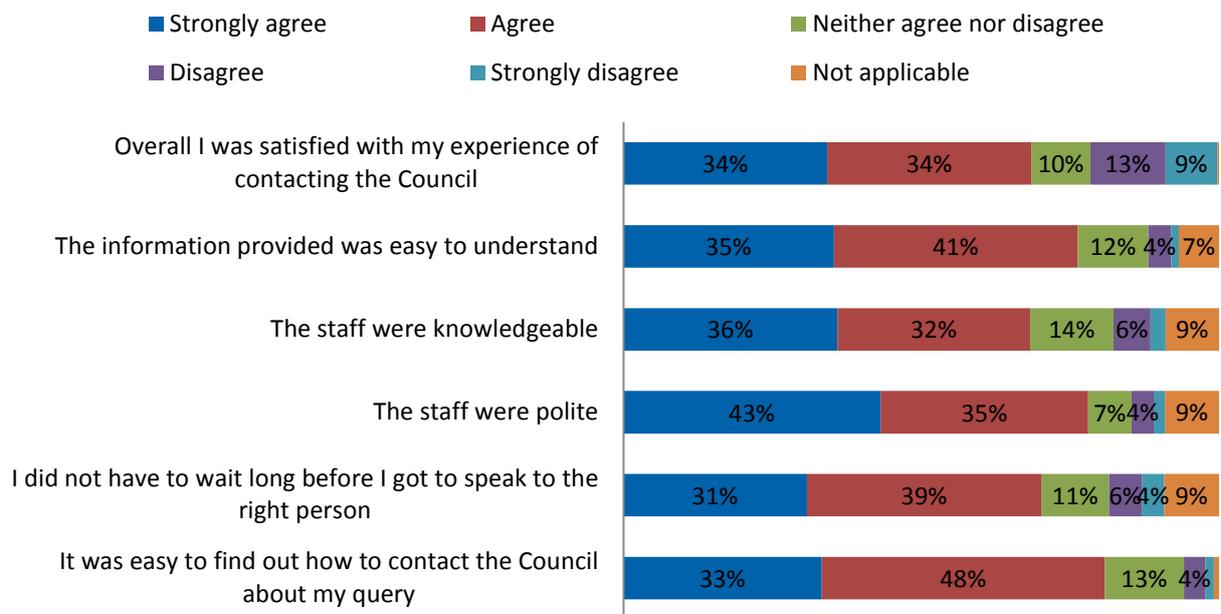
Figure 4.14: Contact channels (base – 231)



Q15 - Still thinking of that contact, please indicate whether you agree or disagree with the following statements about the council’s customer service.

69% of people agreed that they were satisfied with their experience of contacting the Council, which is down from 76% in 2015.

Figure 4.15: Satisfaction with most recent council contact (base – 250)

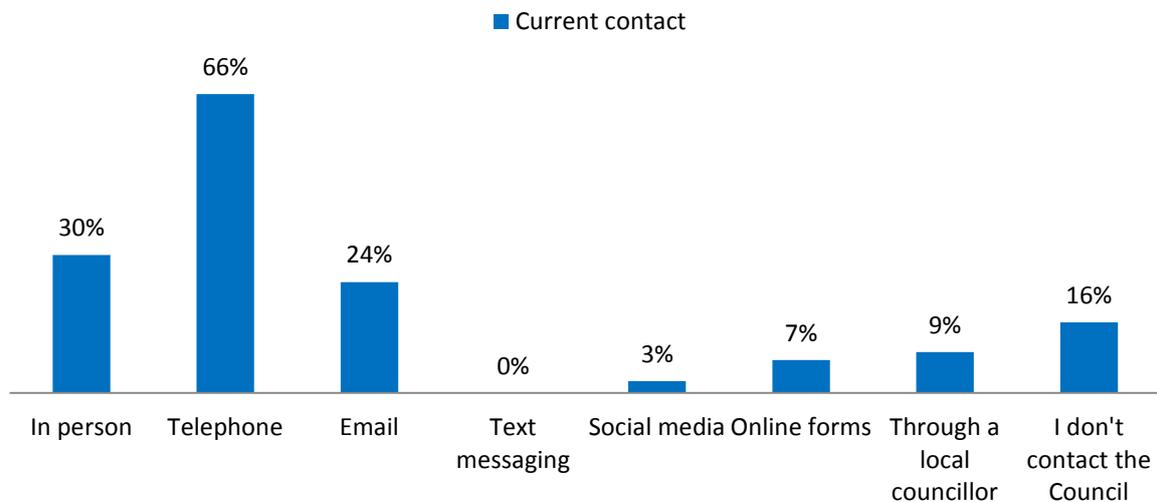


Q16 – How do you currently contact the Council?

Two thirds of respondents to the survey contact the Council over the phone while 30% contact in person and 24% contact by email. Since 2015 there has been a decrease in residents using the telephone to contact the council (73% in 2015) whilst there has been an increase in contact via the website/ email (15% in 2015).

Residents from Clitheroe are more likely than other regions to contact the Council in person (41%) whilst those in the South West of the borough are least likely (14%).

Figure 4.16: Current contact (base – 567)



Q17 – How would you prefer to contact the Council?

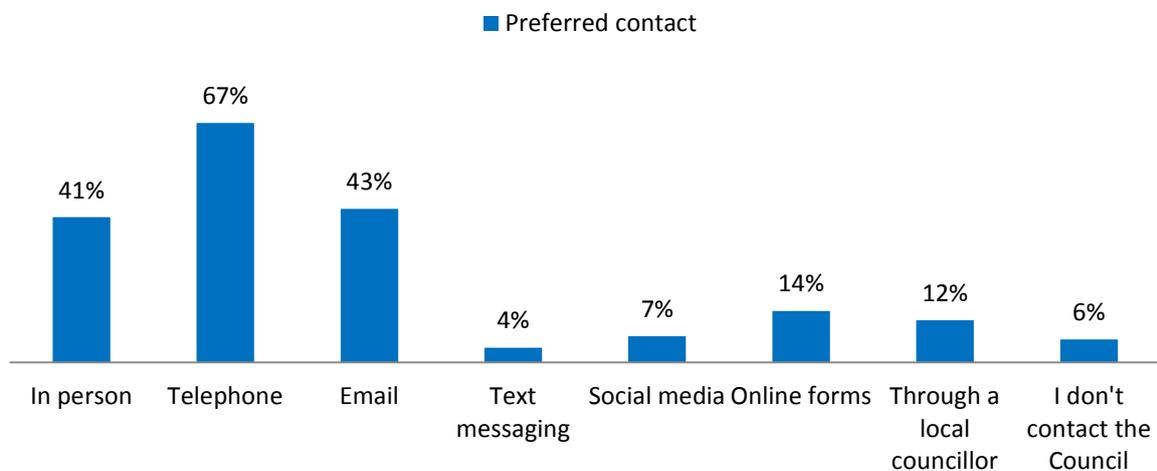
All respondents to the survey were asked how they would like to contact the Council. Two-thirds would prefer to make contact by telephone and nearly half would like to visit in person.

Two in five would contact the Council by email. 7% would contact by social media, up from 2% in 2015

44% of residents aged 45 to 64 would contact the Council by email, dropping to 26% of residents aged 16-44. 50% of residents aged 16-44 would like to contact the council via social media.

80% of RV North West residents would prefer to contact the Council by telephone, higher than any other area in the borough. 68% of RV Central residents would prefer to contact the Council in person, higher than any other area.

Figure 4.17: Preferred contact (base – 565)



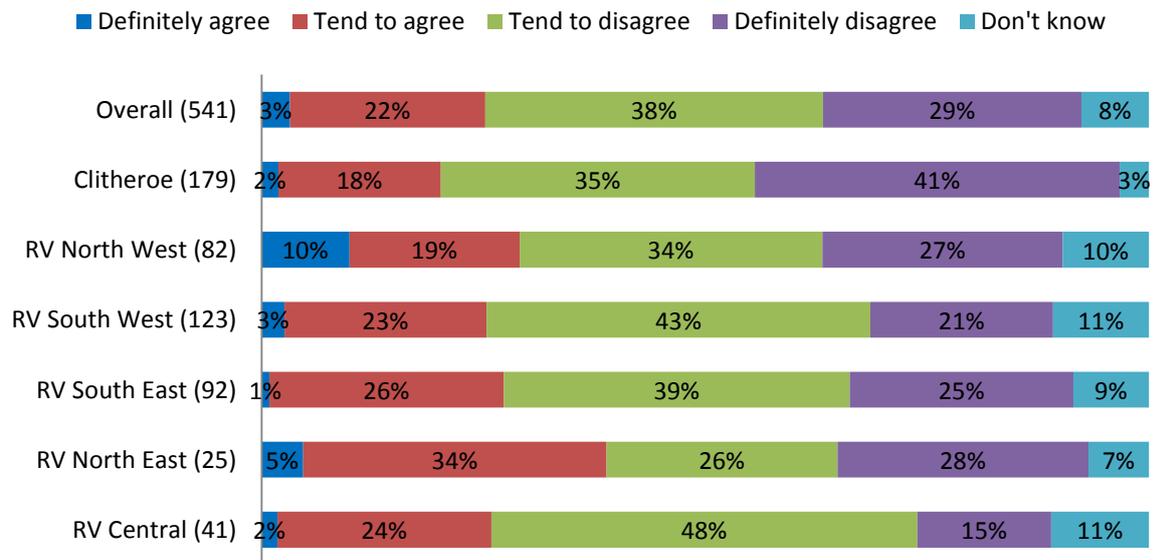
4.5. The local community

Q18 – Do you agree or disagree that you can influence decisions affecting your local area?

25% of respondents definitely or tend to agree that they can influence local decisions, down from 34% in 2015.

Residents in the North East of the borough appear more likely to agree that they can influence local decisions. 77% of Clitheroe residents disagree that they can influence local decisions.

Figure 4.18: Whether residents feel they can influence local decisions (base totals in brackets)

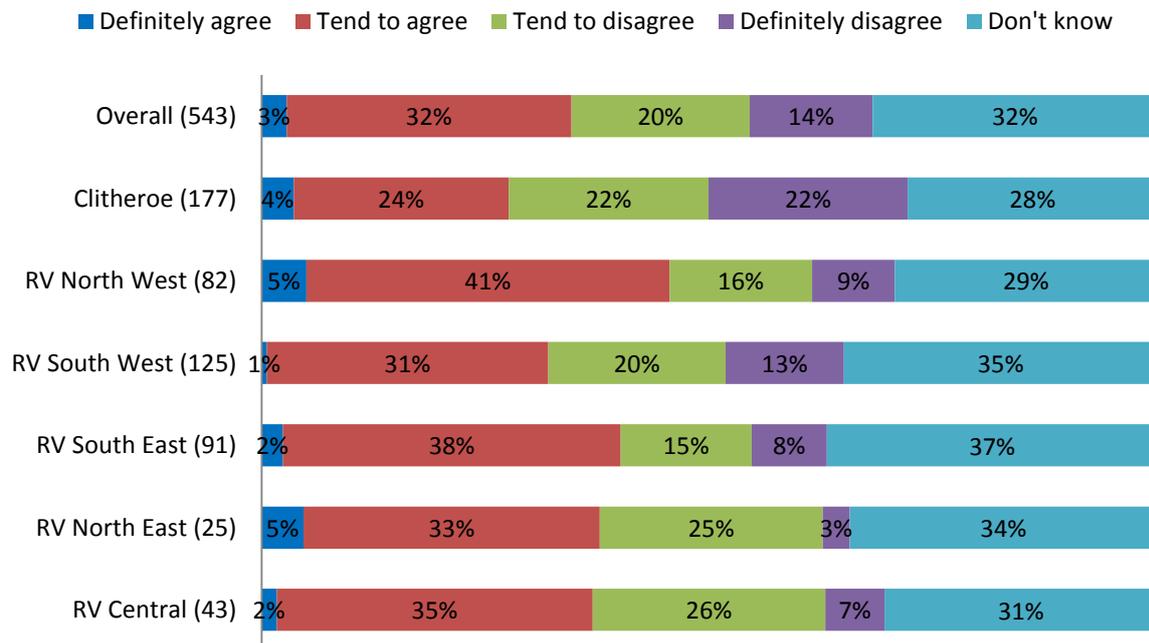


Q19 – To what extent do you agree or disagree that the Council takes an active role in supporting the local community and makes a difference to quality of life by working in partnership?

35% agree that the Council’s partnership working does make a difference; this is down from 48% in 2015.

Residents from the North West of the borough were more likely to agree that the council takes an active role in the local community.

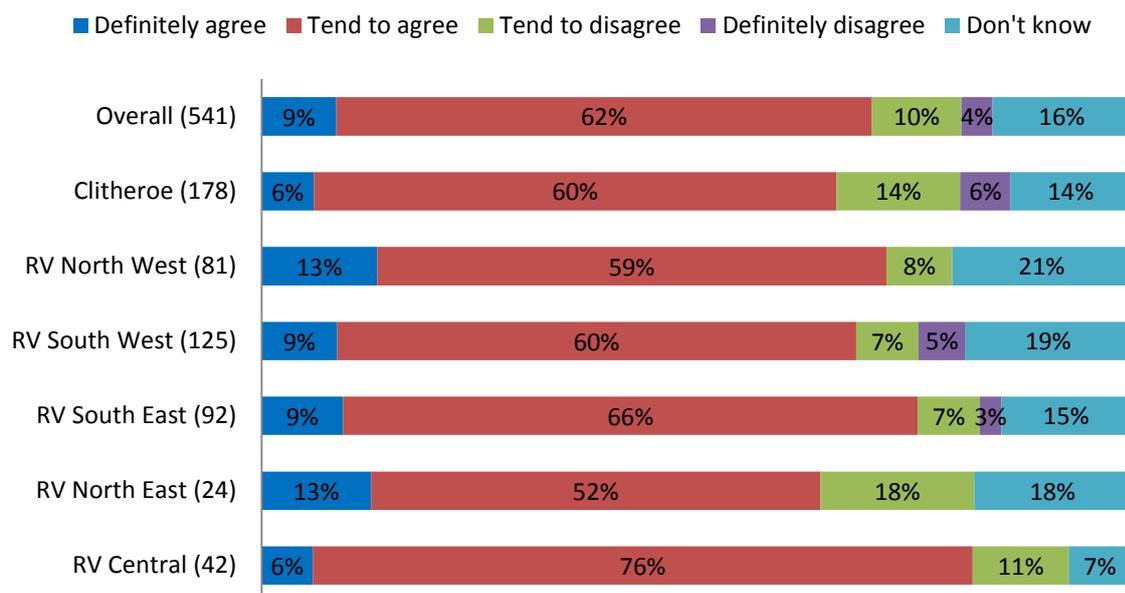
Figure 4.19: Agreement with council partnership working (base totals in brackets)



Q20 – To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

70% of respondents definitely or tend to agree that people from different backgrounds get on well together (72% in 2015, 70% in 2013 and 66% in 2011). The level of agreement is highest in the Central part of the borough (82%).

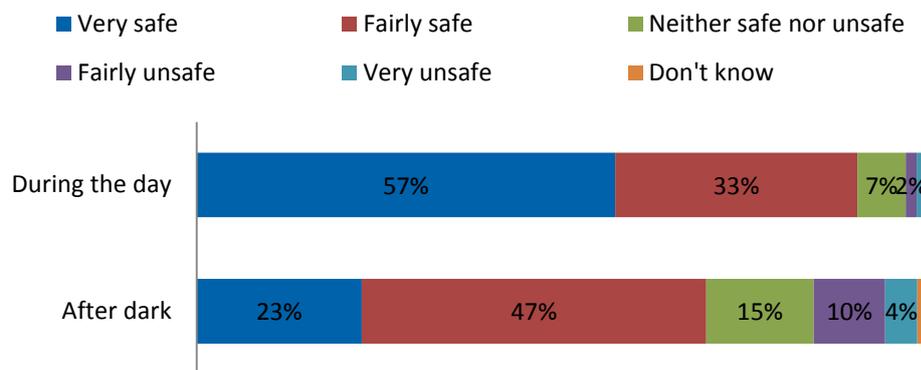
Figure 4.20: Whether people from different backgrounds get on well together (base totals in brackets)



Q21/Q22 – How safe or unsafe do you feel when outside in your local area after dark/ during the day?

90% of respondents feel very or fairly safe during the day, which down from 96% in 2015. 70% feel very or fairly safe in their local area after dark (81% in 2015).

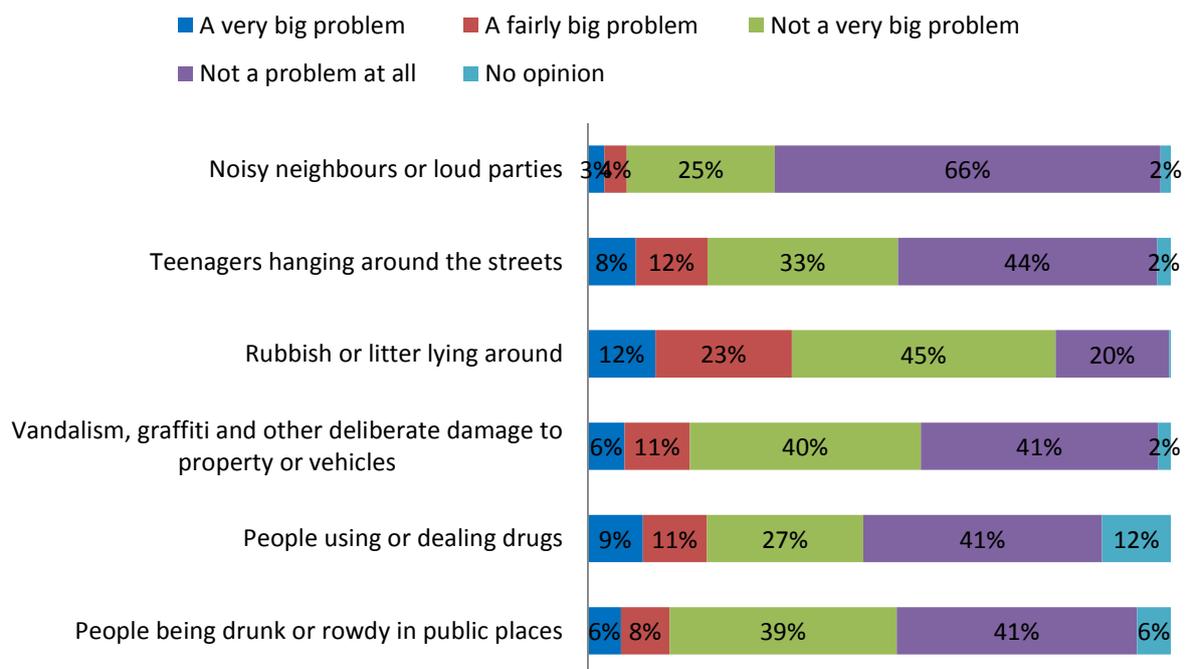
Figure 4.21: Perceptions of safety (base – 578)



Q23 – Thinking about your local area, how much of a problem, if at all, are each of the following anti-social behaviour issues?

Like previous years, perceptions of anti-social behaviour issues being a problem in the borough are low. 35% of people think rubbish or litter lying around is a very or fairly big problem, up from 18% in 2015.

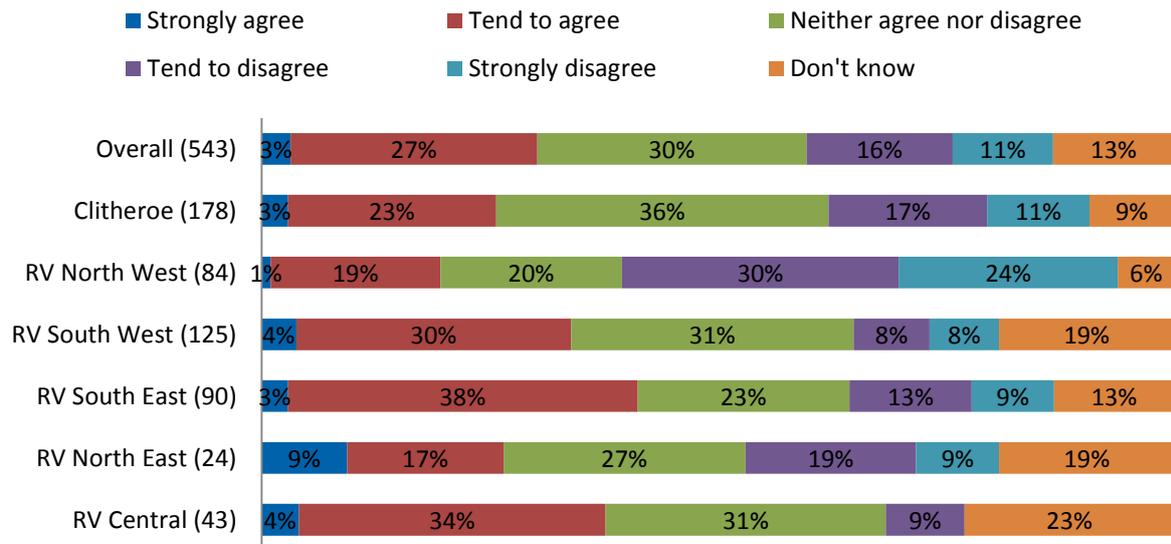
Figure 4.22: Anti-social behaviour problems (base – 576)



Q24 – How much would you agree or disagree that the Police and other local public services are successfully dealing with issues in your local area?

30% of respondents agree that the police and other public services are successfully dealing anti-social behaviour and crime in their local area. This is down from 43% in 2015. Residents in the South East area had the highest level of agreement (41%).

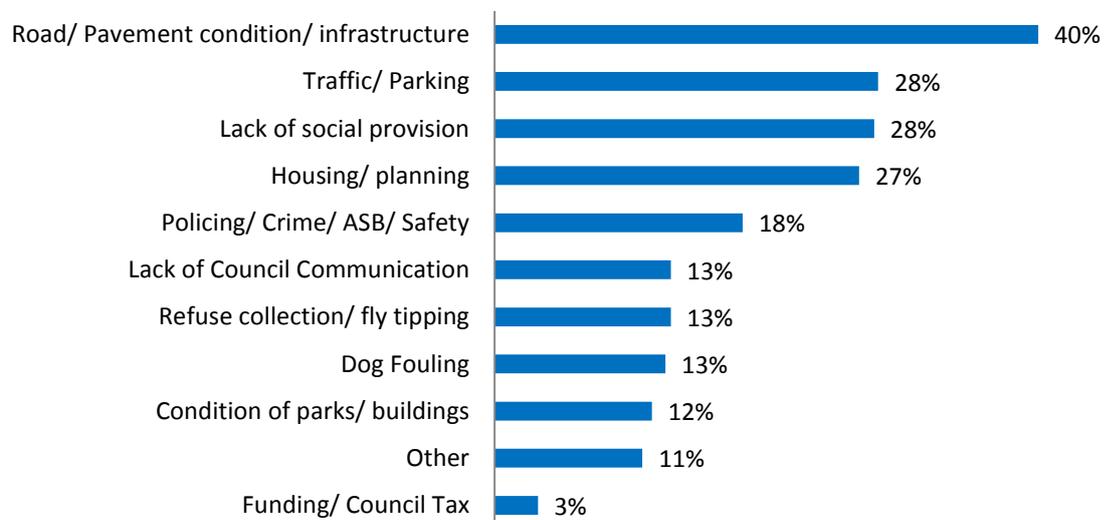
Figure 4.23: Whether police and other public services are dealing with local anti-social behaviour and crime (base totals in brackets)



4.6. Final comments

Of the comments made, the condition of roads and pavements were mentioned most often.

Figure 4.24: Categorising comments made by residents (base – 326)



RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

INFORMATION

Agenda Item No 15

meeting date: 19 JUNE 2018
 title: OVERALL CAPITAL OUTTURN 2017/18
 submitted by: DIRECTOR OF RESOURCES
 principal author: ANDREW COOK

1 PURPOSE

1.1 To provide members with details of the capital programme outturn for all committees for the 2017/18 financial year.

2 BACKGROUND

2.1 The 2017/18 original capital programme for the Council consisted of twenty one schemes. Five further schemes were added to the capital programme following the approval of budget slippage from the 2016/17 financial year and one new scheme was approved in-year by the Policy and Finance Committee. This resulted in a capital programme of twenty seven schemes with a total approved budget of £1,576,570.

2.2 At revised estimate stage, the budgets for two schemes were moved to the 2018/19 financial year and one scheme was removed from the capital programme. This meant that the 2017/18 revised estimate capital programme consisted of twenty four schemes with a budget of £1,274,220.

2.3 During the financial year all committees have received reports monitoring the progress of schemes within the programme.

2.4 All scheme expenditure has now been capitalised and added to our balance sheet or charged to revenue where appropriate.

3 CAPITAL PROGRAMME 2017/18 OUTTURN

3.1 The table below summarises the 2017/18 capital programme outturn for all committees. It shows the budget and expenditure for the year and highlights the slippage into 2018/19 that has been requested.

Committee	Original Estimate 2017/18 £	Budget Moved from 2016/17 £	Slippage from 2016/17 £	Additional Approvals 2017/18 £	Total Approved Budget 2017/18 £	Revised Estimate 2017/18 £	Budget Moved to 2018/19 £	Actual Expenditure 2017/18 £	Requested slippage into 2018/19 £
Community Services	447,610	0	23,600	3,240	474,450	457,630	0	353,871	93,320
Planning and Development	0	0	30,200	0	30,200	30,200	0	0	30,200
Policy and Finance	127,250	67,450	6,650	1,350	202,700	147,700	0	72,272	86,140
Health and Housing	347,110	175,000	210,190	36,920	769,220	638,690	175,000	297,258	341,430
Economic Development	0	100,000	0	0	100,000	0	100,000	0	0
OVERALL TOTAL	921,970	342,450	270,640	41,510	1,576,570	1,274,220	275,000	723,401	551,090

Note - slippage is where unspent capital budget has been approved by committee to be moved into next year's capital programme.

- 3.2 Actual expenditure on the Council's capital programme (including the capitalisation of performance reward grants) in 2017/18 was £723,401, which is 56.8% of the revised estimate budget.
- 3.3 Of the twenty four schemes in the revised capital programme:
- Twelve were completed in 2017/18.
 - Five were in progress at year-end and they will be completed in 2018/19.
 - Four had no expenditure on them in 2017/18. At this stage, it is expected that these schemes will be completed in 2018/19.
 - There have been underspends in 2017/18 on each of the three housing capital grant schemes. These grant schemes continue into 2018/19.
- 3.4 Budget slippage into 2018/19 has been requested on the twelve schemes not completed in 2017/18, totalling £551,090.
- 3.5 The main reasons for the £550,819 net underspend are as follows:

Variances that relate to slippage into 2018/19

- **Play Area Improvements 2017/18 (-£12,939):** Two elements of this scheme were planned and ordered but not completed by the end of March 2018. Firstly, new fencing and footpath work at Edisford play area was in progress at year-end, but completion was held up, largely by bad weather. Secondly, the supplier of the new roundabout ordered at Low Moor was not able to fit the roundabout until June 2018.
- **Castle Museum – Refurbishment of Windows (-£36,000):** Work has been held up since January 2018, as the Council had to obtain planning approval for lintels work, which was not obtained until March 2018, and the works administration team were subsequently employed on other priority repair and maintenance work.
- **Replacement Pick-up Vehicles (Ford Ranger S/C 4WD x 2) – PK07 LSY and PK07 TZG (-£21,589):** Both vehicles were ordered in June 2017, but delivery was put back on several occasions by the supplier. By year-end only one of the two vehicles had been delivered. The one vehicle delivered was only delivered in late March 2018 and this left no time to complete the fitting of additional kit on that vehicle to make it fit for purpose for Council use in-year.
- **Ribblesdale Pool Improvement Work (-£6,449):** The main contract retention payment was due to be paid in March 2018, but the contractor is still to complete some final snagging work, which will be undertaken in spring 2018. The retention payment will not be paid until the snagging work is completed.
- **Civic Suite Upgrade (-£31,490):** The work was all planned and ordered in 2017/18, but the following work still required completing at year-end - audio conferencing system installation, motorised curtains, other curtains and a small amount of electrical work.
- **Off-Street Car Parks – Update of Payment Systems (-£16,340):** The refurbishment update work was initially planned for the final quarter of 2017/18. Following discussions with the preferred supplier who is refurbishing the seven car parking machines, there are issues with compatibility of the replacement mechanism and it will be later in 2018 before this can be resolved by the manufacturer.

- **Introduction of Planning Portal Link to the Planning Application System and Planning System Update (-£30,200):** Officers are waiting to complete the implementation of the Local Land Property Gazetteer and Planning integration, which is expected to be completed by May 2018, before commencing work on the Planning Portal and Planning System upgrade. The Planning Portal link will be implemented first, followed by the Planning / Building Control System upgrade.
- **Replacement Server for Revenues and Benefits (-£13,500):** The ICT section are awaiting technical and initial quote feedback from the main revenues system suppliers at year-end, before planning further quotes and the implementation approach for the server.
- **New Council Telephone System (-£45,000):** The scheme is still in development stage, having sought supplier input over a period of time on the most appropriate telephone system solution. This is an iterative process. Following supplier input, officers will now develop the system requirements, a detailed specification will be confirmed and quotes will be obtained.
- **Disabled Facilities Grants (-£271,532):** The Council has underspent against the Disabled Facilities Grants (DFGs) budget in terms of the value of payments made when DFGs grants are fully completed. However, at year-end there were 18 approved schemes in progress with approved commitments of £71,001. In addition, there were a further 29 schemes awaiting approval. It is estimated that these 47 schemes will use up the outstanding 2017/18 budget underspend and an element of the 2018/19 DFGs allocation.
- **Landlord/Tenant Grants (-£49,020):** One large application, for several units, was due to take up the majority of the budget funds. However, this scheme did not receive planning approval, so could not go ahead. Further expressions of interest have not yet resulted in any further scheme applications.
- **Affordable Warmth - Capital Grants (-£20,876):** Lower levels of grant applications were received in-year when compared to the funding received from Lancashire County Council. Part of the lower level of applications in-year is due to the Council's Housing Energy officer post being vacant in Winter 2017/18. The post is now filled and the scheme is advertised by the Council and through partner organisations.

Significant underspend on completed scheme

- **Renewal of Sections of Floor to Residual Waste Transfer Station (-£10,438):** The original scheme was planned for full refurbishment of the shed 1 concrete flooring and drainage works. However, following a condition survey prior to commencement of the work in 2017 it was decided that only partial concrete flooring refurbishment was required alongside drainage works and roller shutter door refurbishment, at a much reduced cost when compared to the original scheme budget.

Accounting treatment of grant monies

- **Performance Reward Grants (+£13,817):** Set against the above underspends, the Council is required to capitalise 50% of the Performance Reward Grants (PRG) expenditure that is paid out each year, this being £13,817 in 2017/18. In essence this is purely an accounting adjustment, rather than an overspend, and the grants are fully funded from PRG grant monies that the Council have previously received.

3.6 Annex 1 shows the full capital programme by scheme, including the budget and expenditure for the year and highlights the schemes where slippage into 2018/19 was requested.

5 CONCLUSION

5.1 Actual expenditure on the Council's capital programme and performance reward grants in 2017/18 was £723,401, which is 56.8% of the revised estimate budget.

5.2 Of the twenty four schemes in the revised capital programme:

- Twelve were completed in 2017/18.
- Five were in progress at year-end and they will be completed in 2018/19.
- Four had no expenditure on them in 2017/18. At this stage, it is expected that these schemes will be completed in 2018/19.
- There have been underspends in 2017/18 on each of the three housing capital grant schemes. These grant schemes continue into 2018/19.

5.3 Budget slippage into 2018/19 has been requested on the twelve schemes not completed in 2017/18, totalling £551,090.

SENIOR ACCOUNTANT

DIRECTOR OF RESOURCES

PF32-18/AC/AC
6 June 2018

For further information please ask for Andrew Cook

Overall Capital Programme Outturn 2017/18

Cost Centre	Scheme	Original Estimate 2017/18 £	Budget Moved from 2016/17 £	Slippage from 2016/17 £	Additional Approvals 2017/18 £	Total Approved Budget 2017/18 £	Revised Estimate 2017/18 £	Budget Moved to 2018/19 £	Actual Expenditure 2017/18 £	Requested slippage into 2018/19 £
	<u>Community Committee</u>									
PLAYR	Play Area Improvements 2017/18	40,000	0	0	0	40,000	40,000	0	27,061	12,940
CPPAY	Off-Street Car Parks – Update of Payment Systems	14,550	0	0	1,790	16,340	16,340	0	0	16,340
CMWIN	Castle Museum – Refurbishment of Windows	62,560	0	0	0	62,560	62,560	0	26,560	36,000
TSFLR	Renewal of Sections of Floor to Residual Waste Transfer Station	19,500	0	0	0	19,500	19,500	0	9,062	0
RVJJK	Replacement of Twin-bodied Refuse Collection Vehicle (VU59 JJK)	218,000	0	0	0	218,000	216,630	0	216,626	0
WCOJV	Replacement of Works Vehicle (PO54 COJ)	23,500	0	0	0	23,500	20,950	0	20,953	0
GVSWO	Replacement of Mower (Kubota) PN09 SWO	15,500	0	0	1,450	16,950	16,950	0	16,949	0
SCGMW	Replacement of Scag Mower 4x4 (rvbc016) and Scag Mower (rvbc014)	13,000	0	0	0	13,000	11,980	0	11,976	0
GVLSY + GVTZG	Replacement Pick-up Vehicles (Ford Ranger S/C 4WD x 2) - PK07 LSY and PK07 TZG	41,000	0	0	0	41,000	41,000	0	19,411	21,590
RPIMP	Ribblesdale Pool Improvement Work	0	0	16,820	0	16,820	4,940	0	-1,509	6,450
PLAYQ	Play Area Improvements 2016/17	0	0	6,780	0	6,780	6,780	0	6,782	0
	Total Community Committee	447,610	0	23,600	3,240	474,450	457,630	0	353,871	93,320

Overall Capital Programme Outturn 2017/18

Cost Centre	Scheme	Original Estimate 2017/18 £	Restated Budget Moved from 2016/17 £	Slippage from 2016/17 £	Additional Approvals 2017/18 £	Total Approved Budget 2017/18 £	Revised Estimate 2017/18 £	Budget Moved to 2018/19 £	Actual Expenditure 2017/18 £	Requested slippage into 2018/19 £
	<u>Planning and Development Committee</u>									
PLANN	Introduction of Planning Portal Link to the Planning Application System and Planning System Update	0	0	30,200	0	30,200	30,200	0	0	30,200
	Total Planning and Development Committee	0	0	30,200	0	30,200	30,200	0	0	30,200
	<u>Policy and Finance Committee</u>									
OROOF	Council Offices – Re-roofing (retention)	0	7,910	0	0	7,910	7,910	0	7,902	0
WINDW	Council Offices – Replacement Windows and Rooflights (retention)	0	4,540	0	0	4,540	4,540	0	4,541	0
TNSCP	Clitheroe Townscape Scheme	0	55,000	0	0	55,000	0	0	0	0
RBSVR	Replacement server for Revenues and Benefits	13,500	0	0	0	13,500	13,500	0	0	13,500
PSEQP	Printing section equipment upgrade	12,500	0	0	0	12,500	12,500	0	9,403	0
CSEAT	Council chamber – Tables and Seating renewal scheme	11,250	0	0	0	11,250	11,250	0	15,099	0
PHONE	New Council telephone system	45,000	0	0	0	45,000	45,000	0	0	45,000
CSUPG	Civic suite upgrade	45,000	0	0	0	45,000	45,000	0	13,510	27,640
PRGCP	Performance Reward Grant	0	0	0	0	0	0	0	13,817	0
ITSAN	ICT Infrastructure Refresh (Storage Area Network (SAN) and Network and Server Replacement)	0	0	6,650	1,350	8,000	8,000	0	8,000	0
	Total Policy and Finance Committee	127,250	67,450	6,650	1,350	202,700	147,700	0	72,272	86,140

Overall Capital Programme Outturn 2017/18

Cost Centre	Scheme	Original Estimate 2017/18 £	Restated Budget Moved from 2016/17 £	Slippage from 2016/17 £	Additional Approvals 2017/18 £	Total Approved Budget 2017/18 £	Revised Estimate 2017/18 £	Budget Moved to 2018/19 £	Actual Expenditure 2017/18 £	Requested slippage into 2018/19 £
	<u>Health and Housing Committee</u>									
CMIMP	Clitheroe Market Improvements	0	175,000	0	0	175,000	0	175,000	0	0
DISCP	Disabled Facilities Grants	297,110	0	170,130	0	467,240	498,700	0	227,168	271,530
LANGR	Landlord/Tenant Grants	50,000	0	25,520	0	75,520	75,520	0	26,500	49,020
CWARM	Affordable Warmth – Capital Grants	0	0	14,540	10,250	24,790	37,800	0	16,924	20,880
PURAP	Remaining Share of Alma Place Property	0	0	0	26,670	26,670	26,670	0	26,666	0
	Total Health and Housing Committee	347,110	175,000	210,190	36,920	769,220	638,690	175,000	297,258	341,430
	<u>Economic Development Committee</u>									
ECDVI	Economic Development Initiatives	0	100,000	0	0	100,000	0	100,000	0	0
	Total Economic Development Committee	0	100,000	0	0	100,000	0	100,000	0	0
OVERALL CAPITAL PROGRAMME 2017/18 TOTAL		921,970	342,450	270,640	41,510	1,576,570	1,274,220	275,000	723,401	551,090

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No 16

meeting date: 19 JUNE 2018
 title: OVERALL REVENUE OUTTURN 2017/18
 submitted by: DIRECTOR OF RESOURCES
 principal author: LAWSON ODDIE

1 PURPOSE

1.1 To report the overall revenue outturn for the year ending 31 March 2018.

2 BACKGROUND

2.1 Our full Statement of Accounts were signed off for audit by the Director of Resources on 31 May 2018 and are now consequently subject to audit. Following conclusion of the audit and subject to any changes required, the Statement of Accounts will be submitted for approval to Accounts and Audit Committee on 25 July 2018. The Statement of Accounts as submitted to our external auditors Grant Thornton, have been published on our website (www.ribblevalley.gov.uk/soa).

2.2 The 2017/18 financial year is the first where we are required to meet the new deadlines for release of our Statement of Accounts for external audit by the 31 May and approval following audit by 31 July. We also matched these new deadlines in last year's closedown process in preparation for this year's new requirements.

2.3 The outturn position for each of our committees will be reported in the next cycle of meetings and will include details of the variances against the budget estimate. This will help in the budget setting process for the 2019/20 financial year, and also in revising the estimate for the current financial year.

3 GENERAL FUND OUTTURN POSITION 2017/18

3.1 Shown below is the final position for the 2017/18 financial year.

Committee	Original Estimate £'000	Revised Estimate £'000	Actual £'000	Original Estimate Compared to Actual £'000	Revised Estimate Compared to Actual £'000
Community Services	3,336	3,429	3,507	171	78
Economic Development	215	234	223	8	-11
Health & Housing	924	839	793	-131	-46
Planning & Development	567	586	425	-142	-161
Policy & Finance	1,954	1,873	1,841	-113	-32
Committee Expenditure	6,996	6,961	6,789	-207	-172
Interest Payable	8	8	8	0	0
Parish Precepts	405	405	405	0	0
Interest Received	-16	-16	-21	-5	-5
Net Operating Expenditure	7,393	7,358	7,181	-212	-177

Committee	Original Estimate	Revised Estimate	Actual	Original Estimate Compared to Actual	Revised Estimate Compared to Actual
	£'000	£'000	£'000	£'000	£'000
Precept from Collection Fund (including parish precepts)	-3,681	-3,681	-3,681	0	0
Collection Fund Surplus - Council Tax	-60	-60	-60	0	0
Transition Grant	-20	-20	-20	0	0
New Homes Bonus	-1,577	-1,577	-1,577	0	0
Rural Areas Delivery Grant	-87	-87	-87	0	0
Revenue Support Grant	-304	-304	-304	0	0
Business Rates Baseline Funding	-1,265	-1,265	-1,265	0	0
Retained Rates Income	-448	-419	-419	29	0
10% Retained Business Rates Levy - Paid to LCC	50	54	66	16	12
S31 Grant	-591	-682	-903	-312	-221
Retained Rates - Renewable Energy	-29	-87	-100	-71	-13
Collection Fund Surplus - Business Rates	-45	-45	-45	0	0
Deficit/(Surplus) for year before Capital Adjustments and Transfers to/(from) Earmarked Reserves	-664	-815	-1,214	-550	-399
Depreciation	-876	-910	-910	-34	0
Minimum Revenue Provision	132	132	132	0	0
Net Transfer to/(from) earmarked reserves	1,658	1,876	2,175	517	299
Deficit/(Surplus) for Year	250	283	183	-67	-100

- 3.2 You will see we have made a deficit of £183,000 during the year, compared with the Revised Estimate which showed a deficit of £283,000, and the Original Estimate which showed a deficit of £250,000. When the Revised Estimates were considered in January we explained the main differences between the Original and Revised Estimates.

Final Position Compared to the Revised Estimate

- 3.3 During the 2017/18 financial year there were many variances that occurred which were highlighted in our budget monitoring reports to committee. The main variations affecting our final position compared with the **revised estimate** can be summarised below. Favourable variances are denoted by values with a minus sign:

Variation	Committee Variance £'000	Impact on Earmarked Reserves £'000	Net Variance £'000
<u>Expenditure Variations</u>			
Tuition Fees and Training Expenses	-26	0	-26
Business Rates payable on Council Properties	-11	0	-11
Vehicle Repairs and Maintenance	161	0	161
Other Vehicle Running Costs	-9	0	-9
Communications and computing	-20	4	-16
Council Tax Flood Discount	-64		-64
Promotional Activities and Statutory Notices	-19	0	-19
Printing, Stationery and Reference Books	-11	2	-9
Consultants	-10	14	4
Rent Allowance Payments	-81	0	-81
Grants Payable	-47	0	-47
Total Expenditure Variances	-137	20	-117
<u>Income Variations</u>			
Rent Allowances Grant	85		85
Storm Eva S31	64		64
Custom Self Build Grant	-30	30	0
Spring 2017 Business Rate Reliefs Grant	-12	0	-12
Various other Government Grants	-29	10	-19
Individual Electoral Registration Grant	-21	16	-5
VAT Shelter	75	-75	0
Other Grants, Reimbursements, Contributions	-16	6	-10
Planning Fees	-81		-81
Commercial Waste Income	-21	-3	-24
Edisford All Weather Pitch Income	-15		-15
Time Charged to Capital Projects	-11		-11
Elections Reserve Top-up		33	33
Flood Grants Reserve		20	20
Use of Restructuring Reserve		16	16
Total Income Variances	-12	53	41
Other Variations	-22	4	-18
Net Variation on Committee Expenditure	-171	77	-94
Impact of Corporate Variances on Earmarked Reserves		221	221
Net Variation after Corporate Movements on Earmarked Reserves	-171	298	127
Increased Interest Received			-5
Increased Retained Business Rates Levy – resulting in LCC 10% share increasing			12
Increased S31 Grants received in respect of business rates measures			-221
Retained Rates - Renewable Energy			-13
Decrease in amount to take from balances compared to Revised Estimate			-100

3.4 The reasons for the large variations listed above are given at Annex 1. As can be seen, a substantial proportion of these variations result in more transfers to our earmarked reserves. This is largely due to a high number of variances relating to grant income that has yet to be expended, and the required accounting treatment of the same through set aside in earmarked reserves for future use.

Committee Variances after Earmarked Reserves

3.5 The table below summarises the net position by committee and shows the overall variance on committees is -1.3% when compared to the revised estimate:

Committee	Revised Estimate			Actual Outturn			Variance	
	Budget before Earmarked Reserves	Transfers to from Earmarked Reserves	Net Budget	Actual before Earmarked Reserves	Transfers to from Earmarked Reserves	Net Outturn	Net Variance	% Variance to Revised Estimate
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	%
Community Services	3,429	54	3,483	3,507	54	3,561	78	2.2%
Economic Development	234		234	223		223	-11	-4.7%
Health & Housing	839	48	887	793	52	845	-42	-4.7%
Planning & Development	586	-69	517	425	-14	411	-106	-20.5%
Policy & Finance	1,873	191	2,064	1,841	210	2,051	-13	-0.6%
Net Committee Level Expenditure	6,961	224	7,185	6,789	302	7,091	-94	-1.3%
Other Corporate Items	-3,649	1,651	-1,998	-3,877	1873	-2,004	-6	0.3%
General Fund Balances			-283			-183	100	-35.3%

General Fund Balances

3.6 As mentioned earlier in the report, we had originally planned to take £250,000 from general fund balances to help finance the 2017/18 spending plans. However, this was revised later in the year to taking £282,890 from general fund balances. The final position shows that the council has taken £182,866 from general fund balances.

General Fund Balance	£'000
General Fund Balances: Brought forward at 1 April 2017	2,716,569
Surplus in 2017/18 added to General Fund Balances	-182,866
General Fund Balances: Carried forward at 31 March 2018	2,533,703

Earmarked Reserves

- 3.7 With regard to earmarked reserves, in support of the revenue account and excluding capital transactions, we had originally planned to add £1,657,879. However, this was revised later in the year to adding £1,875,583 to earmarked reserves. The final position shows that the council has added £2,174,521 to earmarked reserves for revenue purposes.
- 3.8 For capital purposes we took £412,307 from earmarked reserves to fund the capital programme.
- 3.9 The overall net movement was £1,762,214 added to earmarked reserves. Full details of the movement on our earmarked reserves is shown at Annex 2

Earmarked Reserves		£
Earmarked Reserves: Brought forward at 1 April 2017		6,785,206
Net added to Earmarked Reserves for revenue purposes		2,174,521
Net taken from Earmarked Reserves for capital purposes		-412,307
Earmarked Reserves: Carried forward at 31 March 2018		8,547,420

- 3.10 Some of the larger in-year additions to earmarked reserves have been from unused in year receipt of New Homes Bonus (£783,911), Business Rates Volatility Reserve (£904,390), Business Rates Growth Reserve (£221,059) and VAT Shelter Reserve (£130,738). There have also been various other movements both in and out of our earmarked reserves.

Business Rates

- 3.11 To support our budget we use the business rates that we collect from within the borough. This consists of many elements and also the amount we received from one year to the next can be heavily influenced by external factors that are wholly out of our control. As a consequence of these uncertainties we operate a Business Rates Volatility Earmarked Reserve to cushion any potential impacts.
- 3.12 We use retained business rates at a baseline level set by the government, plus growth on business rates that has been realised. The council also receives a number of grants, known as Section 31 Grants, to compensate the council for business rates income lost as a result of measures introduced by the Government.
- 3.13 This Council is part of the Lancashire Business Rates Pool which began on 1 April 2016. In a Business Rate Pool, tariffs, top-ups, levies and safety nets can be combined. This can result in a significantly lower levy rate or even a zero levy rate meaning that more or all of the business rate growth can be retained within the pool area instead of being payable to the Government.
- 3.14 For this council, by being part of the Lancashire Business Rates Pool we were able to retain levy that would have otherwise been payable to central government of £661,344. Of this 10% (£66,134) was paid to Lancashire County Council under the governance arrangements of the pool, resulting in net retained levy of £595,210 for this council.
- 3.15 Finally, there was a surplus on the Collection fund for business rates, which the council received a share of.

Business Rates Element	£'000
Total Business Rates Income Forecast for 2017/18	-14,275
Less Payable to Central Government	7,137
Less Payable to Lancashire County Council	1,285
Less Payable to Lancashire Combined Fire Authority	143
Balance Retained by Ribble Valley Borough Council	-5,710
Less Tariff Payable to Central Government	4,026
Baseline Business Rates Income of £1,265,000 plus Growth of £419,000	-1,684
Business Rates retained on Renewable Energy Schemes	-100
Section 31 Grants	-903
Less 10% Retained Business Rates Levy Payable to Lancashire County Council	66
Plus Business Rates Collection Fund Surplus	-45
Overall Net Retained Business Rates Related Income	-2,666
Business Rates Income Used In-Year	
Baseline Business Rates Income	1,265
Use of Business Rates Growth	276
Total Business Rates Income Used In-Year	1,541
Balance set aside in the Business Rates Volatility Earmarked Reserve	904
Balance set aside in the Business Rates Growth Earmarked Reserve	221

- 3.16 You will see above that funds have been set aside in the Business Rates Growth Reserve in addition to the Business Rates Volatility Earmarked Reserve. At the time of setting the 2018/19 budget it was agreed that once the Business Rates Volatility Reserve reached a level equal to the Safety Net (that would have been receivable had we not been part of the pool), then any further resources not used in year would be set aside in a Business Rates Growth Reserve
- 3.17 The Business Rates Volatility Reserve has now reached the equivalent of the Safety Net Level and so we have been able to start setting aside resources in the Business Rates Growth Reserve earlier than anticipated. This will be used to support revenue expenditure and the capital programme.

Collection Fund

- 3.18 As billing authority, the council maintain a separate collection fund for the collection of and distribution of council tax and business rates.
- 3.19 With regard to council tax, each precepting body declares the precept that they require from the collection fund to support their services in February each year. This forms the basis for what we, as billing authority, then charge residents as council tax. Due to the change of circumstances for residents and changes to occupied property numbers, the actual amount of council tax collected from residents can be higher or lower than the total amount required to be paid to precepting bodies. This results in either a forecast surplus or deficit, which is declared in the following January each year and is either paid to or collected from precepting bodies in the following financial year.

3.20 For business rates, similar principles apply. Total forecast collectable rates are paid from the Collection Fund at fixed shares to Central Government, Ribble Valley Borough Council, Lancashire County Council and Lancashire Fire and Rescue. Due to the change of circumstances for businesses, the actual amount of business rates collected can be higher or lower than the total amount required to be paid out in fixed shares. This results in either a forecast surplus or deficit, which is declared in the following January each year and is either paid to or collected from Central Government, Ribble Valley Borough Council, Lancashire County Council and Lancashire Fire and Rescue in the following financial year.

3.21 Full details of the Collection Fund position can be seen at Annex 3

4 CONCLUSION

4.1 The final outturn of a **deficit of £183,000** means that we have taken £100,000 **less** from general fund balances than was estimated when we prepared the Revised Estimates.

4.2 There has also been £299,000 more (revenue only) added to earmarked reserves than forecast at revised estimate, which was largely due the accounting treatment required for grants received but yet to be spent, but also results from the increase in S31 grants around business rates and the set aside in the new Business Rates Growth Reserve .

4.3 In previous years our final outturn position has been such that we have added to our general fund balance. However, for 2017/18 we have needed to take £183,000 from our general fund balances.



HEAD OF FINANCIAL SERVICES

DIRECTOR OF RESOURCES

PF33-18/LO/AC
8 June 2018

KEY VARIANCES

Variation	Committee Variance £'000	Impact on Earmarked Reserves £'000	Net Variance £'000	Variance Description
<u>Expenditure Variations</u>				
Tuition Fees and Training Expenses	-26	0	-26	A large proportion of this variance relates to the corporate training budget. There is also a low level of spend within departmental budgets in year, resulting in the overall variance shown.
National Non Domestic Rates	-11	0	-11	This variance relates to the revaluation of the rateable value for Salthill Depot and the Waste Transfer Station, resulting in the lower level of business rates payable by the council.
Vehicle Repairs and Maintenance	161	0	161	As reported during the year there have been significant overspends on refuse vehicle maintenance. Work is ongoing on investigating this variance and this will be further reported to CMT and Budget Working Group in order to address this ongoing issue.
Other Vehicle Running Costs	-9	0	-9	Spend on tyres and lubricants has been lower than budgeted.
Communications and computing	-20	4	-16	This is notably due to some cancelled maintenance contracts, being no longer required, and also a delay in the ability to carry out some testing work (funds set aside in an earmarked reserve as shown) There are also some lower level variances around postage costs.
Council Tax Flood Discount	-64		-64	This variance is fully offset by the associated variance on the level of grant received from the Government – shown under the income variances. The net impact is nil.
Promotional Activities and Statutory Notices	-19	0	-19	The variance relates to lower levels of promotional activity than budget for in the areas of Crime and Disorder, Refuse Collection Service and Ribblesdale Pool

KEY VARIANCES

Variation	Committee Variance £'000	Impact on Earmarked Reserves £'000	Net Variance £'000	Variance Description
Printing, Stationery and Reference Books	-11	2	-9	This largely relates to a reduction in online service subscriptions by the legal team. Other work was also not required in relation to the Local Development Plan
Consultants	-10	14	4	Main variance is in relation to consultants and the Local Development Plan
Rent Allowance Payments	-81	0	-81	This relates to the level of rent allowance payments needing to be paid during the year. This variance is removed by the associated variance under Income with regard to the rent allowance grant that the council receive from the Government to compensate us for making these payments.
Grants	-47	0	-47	Over a wide range of grants, there was a lower level of payments made when compared to the budget
Total Expenditure Variances	-137	20	-117	
<u>Income Variations</u>				
Rent Allowances Grant	85		85	<p>This relates to the level of rent allowance payments needing to be paid during the year. This variance is removed by the associated variance under Expenditure with regard to the rent allowance payments that we have made in year.</p> <p>The level of payments made was lower than budgeted for, and hence the grant that the council receive from the Government to compensate us for making these payments is also lower.</p>

KEY VARIANCES

Variation	Committee Variance £'000	Impact on Earmarked Reserves £'000	Net Variance £'000	Variance Description
Storm Eva S31	64		64	This variance is fully offset by the associated variance on the level of grant payments made – shown under the expenditure variances. The net impact is nil.
Custom Self Build Grant	-30	30	0	The Self Build and Custom Housebuilding Act 2015 places a duty on councils to keep a register of people and community groups who are interested in self build or custom build projects in their area. In the past two years the DCLG has provided grant funding the latest being received at the end of March 2018. This grant has been set aside in order to meet future expenditure when it is incurred.
Spring 2017 Business Rate Reliefs Grant	-12	0	-12	This relates to a grant received towards the costs of implementing the Spring 2017 Business Rate Reliefs. This had not been anticipated in the revised estimate.
Various other Government Grants	-29	10	-19	This relates to various grants that have been received during the year, a number of which were not expected at the time of setting the budget. Some of this grant income has been set aside in order to meet future expenditure when it is incurred.
Individual Electoral Registration Grant	-21	16	-5	A justification led bid for additional resources to cover the additional cost of individual electoral registration was prepared in January 2018, which was approved after estimates were prepared.
VAT Shelter	75	-75	0	The level of VAT shelter monies received at the end of the financial year was lower than anticipated. This has resulted in the variance shown on earmarked reserves – with less being set aside in the VAT shelter earmarked reserve as a result.

KEY VARIANCES

Variation	Committee Variance £'000	Impact on Earmarked Reserves £'000	Net Variance £'000	Variance Description
Other Grants, Reimbursements, Contributions	-16	6	-10	This variance largely relates to the MHCLG Homelessness Prevention Grant. Based on information from the MHCLG in late 2017, "Preventing Homelessness Grant" funding was budgeted for. In practice, none was received.
Planning Fees	-81		-81	Income levels from Planning Fees fluctuate during the year, and from year to year making it difficult to predict. This is evidenced in the actual income in 2017/18 when payments for two large applications were received towards the end of the financial year.
Commercial Waste Income	-21	-3	-24	This variance relates to additional income from the trade waste collection service. The budget allowed for the cancellation of some contracts and the consequential issue of credit notes, but this did not materialise as estimated. This resulted in the overachieving of income compared to the budget, above the increase already allowed for in the Revised Estimate.
Edisford All Weather Pitch Income	-15		-15	This variance has resulted through an increased use of the pitches at Edisford, particularly the new 3G facility.
Time Charged to Capital Projects	-11		-11	There has been an increase in the involvement of the works administration team and grounds maintenance team on capital projects, resulting in more time being charged to capital – and therefore a lower charge to revenue.
Elections Reserve Top- up		33	33	There has been an increased contribution to the elections earmarked reserve following a reassessment of the costs of holding stand-alone district/parish elections.
Flood Grants Reserve		20	20	An element of flood grant has been set aside to support a number of delayed claims.

KEY VARIANCES

Variation	Committee Variance £'000	Impact on Earmarked Reserves £'000	Net Variance £'000	Variance Description
Use of Restructuring Reserve		16	16	A lower level of the Restructuring Reserve was needed in year as the Economic Development and Planning Director post remained vacant.
Total Income Variances	-12	53	41	
Other Variations	-23	4	-19	
Net Variation on Committee Expenditure	-172	77	-95	

EARMARKED RESERVES

General Fund	Balance at 31 March 2016 £	Transfers In 2016/17 £	Transfers Out 2016/17 £	Balance at 31 March 2017 £	Transfers In 2017/18 £	Transfers Out 2017/18 £	Balance at 31 March 2018 £
<i>Reserves for Shorter Term Service Commitments</i>							
<u>Community Services Committee Grants Fund</u> <i>Used to fund various Community Services Committee grants</i>	28,926	8,943		37,869		-19,894	17,975
<u>Audit Reserve Fund</u> <i>Used for computer audit</i>	12,335			12,335			12,335
<u>Christmas Lights/RV in Bloom</u> <i>Available to fund contributions towards Christmas Lights and Ribble Valley in Bloom</i>	836		-836	0			0
<u>Refuse Collection</u> <i>To fund refuse collection costs of bin replacements and other cost pressures</i>	50,319	17,955	-8,546	59,728	14,468	-5,699	68,497
<u>Amenity Cleansing Reserve</u> <i>Used to fund known future amenity cleansing works</i>	0			0	5,750		5,750
<u>Core Strategy Reserve</u> <i>To fund the production of the Core Strategy</i>	20,533		-20,533	0			0
<u>Clitheroe Food Festival</u> <i>Resources set aside to help support the costs associated with the Clitheroe Food Festival</i>	19,857	6,056		25,913		-8,177	17,736
Total Reserves for Shorter Term Service Commitments	132,806	32,954	-29,915	135,845	20,218	-33,770	122,293
<i>Reserves to Smooth the Revenue Impact of Longer Term Cyclical Costs</i>							
<u>Elections Fund</u> <i>Used to fund local elections held once every four years</i>	19,076	22,448	-5,195	36,329	60,072	-9,401	87,000
<u>Revaluation of Assets Reserve</u> <i>To contribute towards the revaluation of the Council's assets every five years.</i>	3,200	2,030		5,230	2,060		7,290
<u>Pensions Triennial Revaluation Reserve</u> <i>Savings on contribution rates, set aside with a view to offsetting any future pensions fund deficits</i>	0			0	12,778		12,778
Total Reserves to Smooth the Revenue Impact of Longer Term Cyclical Costs	22,276	24,478	-5,195	41,559	74,910	-9,401	107,068

EARMARKED RESERVES

General Fund	Balance at 31 March 2016 £	Transfers In 2016/17 £	Transfers Out 2016/17 £	Balance at 31 March 2017 £	Transfers In 2017/18 £	Transfers Out 2017/18 £	Balance at 31 March 2018 £
<i>Reserves for Trading or Business Units</i>							
Building Control Fund <i>Available to equalise net expenditure over a three year period</i>	-105,007	61,175		-43,832	2,672		-41,160
Total Reserves for Trading or Business Units	-105,007	61,175	0	-43,832	2,672	0	-41,160
<i>Reserves for Sums Set Aside for Major Schemes such as Capital Projects</i>							
Capital <i>Used to fund the capital programme</i>	764,822	499,444	-442,845	821,421	451,357	-412,306	860,472
ICT Renewals <i>To fund future software and hardware pressures</i>	162,289	15,910	-6,800	171,399	4,260	-7,870	167,789
Vehicle & Plant Renewals Reserve <i>Resources set aside to fund future replacement of Vehicles and Plant through the capital programme</i>	346,000	46,000		392,000	46,000		438,000
Total Reserves for Sums Set Aside for Major Schemes such as Capital Projects	1,273,111	561,354	-449,645	1,384,820	501,617	-420,176	1,466,261
<i>Reserves for Longer Term Strategic or Corporate Items</i>							
VAT Shelter Reserve <i>Funds received from the post LSVT VAT Shelter arrangements, partly used to contribute towards the future financing of the capital programme</i>	1,376,280	200,561	-276,526	1,300,315	130,738	-207,999	1,223,054
Fleming VAT Claim <i>VAT recovered from 'Fleming' claim challenge to HMRC</i>	195,797		-123,585	72,212		-4,941	67,271
Insurance <i>Available to meet any costs following demise of Municipal Mutual Insurance Company</i>	14,581			14,581			14,581
Repairs and Maintenance <i>To fund emergency repairs and maintenance items, including legionella and asbestos abatement</i>	37,869		-8,570	29,299			29,299

EARMARKED RESERVES

General Fund	Balance at 31 March 2016 £	Transfers In 2016/17 £	Transfers Out 2016/17 £	Balance at 31 March 2017 £	Transfers In 2017/18 £	Transfers Out 2017/18 £	Balance at 31 March 2018 £
Post LSVT <i>To fund any costs post LSVT which may arise, such as pension fund liabilities</i>	292,100		-36,512	255,588		-36,513	219,075
Restructuring Reserve <i>To fund costs resulting from restructuring reviews</i>	227,541			227,541		-20,224	207,317
Equipment Reserve <i>To fund essential and urgent equipment requirements</i>	122,750	26,916	-34,533	115,133	20,707	-12,323	123,517
Invest to Save Fund <i>To fund future invest to save projects</i>	250,000			250,000			250,000
Planning Reserve <i>To fund any future potential planning issues such as Local Development Plan expenditure and Planning Appeals</i>	156,738		-8,193	148,545		-23,565	124,980
Housing Benefit Reserve <i>To help meet the challenges facing the service in the coming years</i>	100,000			100,000			100,000
Business Rates Volatility Reserve <i>To provide some protection against business rates volatilities</i>	664,794	338,518	-225,702	777,610	904,390		1,682,000
Business Rates Growth Reserve <i>Business rates growth used to support revenue expenditure or the capital programme.</i>	0			0	221,060		221,060
New Homes Bonus Reserve <i>To help support revenue and capital expenditure</i>	762,304	579,923	-63,749	1,278,478	783,911	-175,618	1,886,771
Total Reserves for Longer Term Strategic or Corporate Items	4,200,754	1,145,918	-777,370	4,569,302	2,060,806	-481,183	6,148,925
<i>Reserves for External Funding where Expenditure has yet to be Incurred</i>							
Performance Reward Grant <i>Performance Reward Grant received and used to fund associated projects</i>	75,117		-7,540	67,577			67,577

EARMARKED RESERVES

General Fund	Balance at 31 March 2016 £	Transfers In 2016/17 £	Transfers Out 2016/17 £	Balance at 31 March 2017 £	Transfers In 2017/18 £	Transfers Out 2017/18 £	Balance at 31 March 2018 £
<u>Land Charges Reserve</u> <i>To fund any potential restitution claims for personal search fees</i>	48,559	5,172	-6,937	46,794			46,794
<u>Pendle Hill User Reserve</u> <i>To fund improvement schemes on Pendle Hill</i>	32,519	14,000	-2,450	44,069	441		44,510
<u>Crime Reduction Partnership Reserve</u> <i>To fund cost of crime reduction initiatives</i>	24,175	5,702		29,877	4,731		34,608
<u>Up and Active Reserve</u> <i>To fund potential residual staffing costs</i>	16,401		-2,040	14,361		-590	13,771
<u>Housing Related Grants Reserve</u> <i>Residual grant received, to be committed to future grant schemes</i>	58,010	157,532	-28,138	187,404	40,170	-28,869	198,705
<u>Planning Policy Related Grants Reserve</u> <i>To provide short term capacity support when dealing with housing planning applications</i>	0	35,495		35,495		-29,645	5,850
<u>Community Right to Bid/Challenge</u> <i>To fund any future costs under the Community Right to Bid and Community Right to Challenge Regulations</i>	46,224		-1,100	45,124			45,124
<u>Grant Funded Sports Development</u> <i>To finance future Sports Development grant funded expenditure</i>	5,510		-4,910	600	3,040		3,640
<u>Whalley Moor Reserve</u> <i>Grant received towards work at Whalley Moor Woodland</i>	4,520			4,520			4,520
<u>Individual Electoral Registration Reserve</u> <i>Grant received for the implementation of Individual Electoral Registration which will be used to fund this work</i>	17,902	12,977	-22,676	8,203	31,764	-23,377	16,590

EARMARKED RESERVES

General Fund	Balance at 31 March 2016 £	Transfers In 2016/17 £	Transfers Out 2016/17 £	Balance at 31 March 2017 £	Transfers In 2017/18 £	Transfers Out 2017/18 £	Balance at 31 March 2018 £
Rural Services Reserve <i>Grant received with the purpose of supporting rural services</i>	0	105,544		105,544			105,544
Neighbourhood Planning Reserve <i>MHCLG Neighbourhood Planning Grant received to fund future related expenditure</i>	15,000			15,000		-4,931	10,069
Repossession Prevention Fund Reserve <i>Ring-fenced MHCLG funded reserve to help prevent repossessions and homelessness.</i>	28,491			28,491			28,491
Parish Grant Reserve <i>PRG resources set aside to fund the Parish Grant Scheme</i>	109,134		-44,682	64,452		-27,633	36,819
Custom and Self Build Register Grant Reserve <i>Grant funding towards maintenance of a register of individuals, and associations of individuals, seeking to acquire serviced plots of land in the area</i>	0			0	45,000		45,000
Brownfield Register Grant Reserve <i>Grant funding towards preparation and maintenance of a register of brownfield sites suitable for residential development.</i>	0			0	16,420		16,420
Flood Resilience Grant Reserve <i>Grant funding relating to residual Flood Resilience Grants</i>	0			0	20,000		20,000
Total Reserves for External Funding where Expenditure has yet to be Incurred	481,562	336,422	-120,473	697,511	161,566	-115,045	744,032
Total of all Earmarked Reserves	6,005,502	2,162,301	-1,382,598	6,785,206	2,821,789	-1,059,575	8,547,420

COLLECTION FUND

2016/17 Total £'000		2017/18 Council Tax £'000	2017/18 Business Rates £'000	2017/18 Total £'000
	Income			
35,025	Income from Council Tax Payers	37,137		37,137
1	Transfers From General Fund - Council Tax Benefits	2		2
98	Transfers From General Fund - Flood Relief	6		6
4	Family Annexes Discount Grant (MHCLG)	8		8
15,228	Income from Business Ratepayers		14,662	14,662
	Share of Estimated Deficit:			
526	- Central Government			0
95	- Lancashire County Council			0
420	- Ribble Valley Borough Council			0
10	- Lancashire Combined Fire Authority			0
51,407		37,153	14,662	51,815
	Expenditure			
	Precepts and Demands:			
25,875	- Lancashire County Council	27,466		27,466
3,585	- Ribble Valley Borough Council (including parishes)	3,681		3,681
3,573	- Police and Crime Commissioner (PCC) for Lancashire	3,719		3,719
1,443	- Lancashire Combined Fire Authority	1,472		1,472
	Business Rates			
7,425	- Central Government		7,137	7,137
1,336	- Lancashire County Council		1,285	1,285
5,940	- Ribble Valley Borough Council		5,710	5,710
149	- Lancashire Combined Fire Authority		143	143
	Share of Estimated Surplus:			
	- Central Government		57	57
343	- Lancashire County Council	430	10	440
48	- Ribble Valley Borough Council	60	45	105
20	- Lancashire Combined Fire Authority	24	1	25
48	- Police and Crime Commissioner (PCC) for Lancashire	59		59
21	Transfers to General Fund - Council Tax Benefits	17		17
90	Costs of Collection		89	89
33	Renewable Energy Schemes		100	100
150	Provision for Bad/Doubtful Debts	110	81	191
20	Enterprise Zone		257	257
96	Transitional Protection Payments		37	37
97	Provision for Appeals		-297	-297
50,292		37,038	14,655	51,693
1,115	(Deficit)/Surplus for the Year	115	7	122
-322	(Deficit)/Surplus Brought Forward	706	87	793
793	(Deficit)/Surplus Carried Forward	821	94	915
	Allocated to			
43	- Central Government		47	47
538	- Lancashire County Council	621	8	629
108	- Ribble Valley Borough Council	83	38	121
73	- Police and Crime Commissioner (PCC) for Lancashire	84		84
31	- Lancashire Combined Fire Authority	33	1	34
793		821	94	915

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

INFORMATION

Agenda Item No 17

meeting date: 19 JUNE 2018
 title: REVENUES AND BENEFITS GENERAL REPORT
 submitted by: DIRECTOR OF RESOURCES
 principal author: MARK EDMONDSON

1 PURPOSE

1.1 To inform committee of debts outstanding for business rates, council tax and sundry debtors. Also to update committee on benefits performance, including benefits processing times and overpayment recovery.

1.2 Relevance to the Council's ambitions and priorities:

- Council Ambitions/Community Objectives/Corporate Priorities

Without the revenue collected from rates, council tax and sundry debtors we would be unable to meet the Council's ambitions, objectives and priorities.

2 NATIONAL NON-DOMESTIC RATES (NNDR)

2.1 The following is a collection statement to 31 May 2018:

	£000	£000	2018/19 %	2017/18 %
Balance Outstanding 1 April 2018		585		
NNDR amounts due	20,382			
Plus costs	0			
Transitional surcharge	211			
Write ons	0			
	20,593			
Less				
- Transitional relief	-413			
- Exemptions	-309			
- Charity, Rural, Community Amateur Sports Clubs Relief	-1,167			
- Small Business Rate Relief	-2,966			
- Revaluation 2017, Pub, SSB and Other reliefs	-102			
- Interest Due	0			
- Write Offs	-2			
	-4,959	15,634		
Total amount to recover		16,219		
Less cash received to 31 May 2018		-3,132	19.3	17.2
Amount Outstanding		13,087	80.7	82.8

NB The figures included in the table include not only those charges for 2018/19 but also those relating to previous years, but we are required to report to the Ministry of Housing, Communities & Local Government (MHCLG) our in year collection rate. This figure is published and is used to compare our performance with other local authorities. On this measure our current in year collection rate at 31 May 2018 is 20.01% compared with 21.07% at 31 May 2017.

3 COUNCIL TAX

3.1 The following is a collection statement for Council Tax to 31 May 2018:

	£000	£000	2018/19 %	2017/18 %
Balance Outstanding 1 April 2018		948		
Council Tax amounts due	46,222			
Plus costs	4			
Transitional relief	1			
Write ons	1			
	46,228			
Less - Exemptions	-639			
- Discounts	-3,960			
- Disabled banding reduction	-53			
- Council Tax Benefit	0			
- Local Council Tax Support	-1,861			
- Write offs	-2			
	-6,515	39,713		
Total amount to recover		40,661		
Less cash received to 31 May 2018		-8,223	20.2	20.3
Amount Outstanding		32,438	79.8	79.7

NB The figures included in the table include not only those charges for 2018/19 but also those relating to previous years, but we are required to report our in year collection rate to the MHCLG. This figure is published by them and is used to compare our performance against other local authorities. On this measure our current in year collection rate at 31 May 2018 is 20.71% compared to 20.67% at 31 May 2017.

4 SUNDRY DEBTORS

4.1 A summary of the sundry debtors account at 4 June 2018 is:

	£000	£000
Amount Outstanding 1 April 2018		494
Invoices Raised	1,133	
Plus costs	0	
		1,133
Less write offs		0
Total amount to recover		1,627
Less cash received to 4 June 2018		567
Amount outstanding		1,060

Aged Debtors	000s	%
< 30 days	35	3
30 - 59 days	375	35
60 - 89 days	336	32
90 - 119 days	32	3
120 - 149 days	7	1
150+ days	275	26
	1,060	100

5 HOUSING BENEFIT AND COUNCIL TAX SUPPORT PERFORMANCE

- 5.1 The main indicator for Housing Benefit and Council Tax Support performance is known as Right Time. The benefit section also report on Local Performance Indicators that have been set within the department for benefit fraud and overpayments.
- 5.2 The Department for Work and Pensions does not require Local Authorities (LA's) to report on any other Performance Measures but encourages them to monitor their own performance locally.
- 5.3 We obviously consider it very important to monitor overpayment data.

Housing Benefit Right Time Indicator 2017/2018

The right time indicator measures the time taken to process HB/CTS new claims and change events; this includes changes in circumstances, interventions, fraud referrals and prints generated by the benefit department.

Target for year	Actual Performance 1 January 2018 – 31 March 2018	Average Performance
10 days	4.18 days	20 days per IRRV

New claims performance

Target for year	Actual Performance 1 January 2018 – 31 March 2018	Top grade 4 for all LA's 2007/08
23 days	17.99 days	Under 30 days

6 HOUSING BENEFIT OVERPAYMENTS

- 6.1 Overpayment means any amount paid as Housing Benefit when there was no entitlement under the regulations. Performance for the period 1 January 2018 - 31 March 2018:

Performance Measure	%
The amount of Housing Benefit (HB) overpayments recovered during the period being reported on as a percentage of HB overpayments deemed recoverable during that period.	83.46
The amount of Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the financial year plus amount of HB overpayments identified during the period.	16.97

Performance Measure	%
The amount of Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the financial year, plus amount of HB overpayments identified during the period.	0.36

7 CONCLUSION

7.1 Note the continuing progress that we make in collecting these debts, and the performance of our Housing Benefit Section remains satisfactory.

HEAD OF REVENUES AND BENEFITS

DIRECTOR OF RESOURCES

PF30-18/ME/AC

4 June 2018

For further information please ask for Mark Edmondson.

RIBBLE VALLEY BOROUGH COUNCIL

REPORT TO POLICY & FINANCE COMMITTEE

INFORMATION

Agenda Item No 18

meeting date: 19 JUNE 2018
title: TREASURY MANAGEMENT ACTIVITIES 2017/18
submitted by: DIRECTOR OF RESOURCES
principal author: TRUDY HOLDERNESS

1 PURPOSE

- 1.1 To inform you of our 2017/18 treasury management operations.
- 1.2 Relevance to the Council's ambitions and priorities:
 - ❖ In accordance with the corporate strategy priority "to ensure a well-managed Council by maintaining critical financial management and controls." This report provides members with information regarding the treasury management activities for 2017/18.
- 1.3 You have previously approved a treasury management policy in accordance with CIPFA's code of practice on treasury management for Local Authorities.
- 1.4 In accordance with this policy committee should receive an annual report on its treasury management activities.

2 BACKGROUND

- 2.1 Events in recent years have raised the profile of the treasury management function and highlighted the potential serious risks involved.
- 2.2 If the Council needs to fund its capital spending plans by borrowing, it usually borrows from the Public Works Loan Board. They make funds available for long loan periods at interest rates just below market rates and lend to Government and Public bodies. The Council rarely borrows to fund its revenue activities and is much more likely at any point in time to have surplus funds to invest.
- 2.3 On a daily basis we assess our cash flow position. To do this we estimate the funds we expect to receive e.g. council tax payments, grants, fees and shares, and deduct any known payments we expect to make e.g. precepts, creditors and salaries.
- 2.4 On most days the Council is in a position where it has surplus funds available to invest.
- 2.5 How we invest these surplus funds is governed by the Council's Treasury Management policies and procedures agreed and reported to Policy and Finance Committee and ultimately Full Council. The main points being:
 - (i) The Council maintains a list of organisations it will lend its surplus funds to that is regularly reviewed.
 - (ii) The Council has maximum limits for each institution of £1.75m with the exception of the Debt Management office (DMO), with a limit of £5m, where investments are guaranteed by the Government and other local authorities, Police and Crime Commissioners, Fire and Rescue services and Transport Authorities with a limit of £2.5m.

- (iii) The safety of our investments is paramount and not the requirement to maximise returns.
- (iv) Our policy has been to only lend to major British Banks and Building Societies relying on the assumption that the Government would be unlikely to allow a major bank/building society to fail.

3 INFORMATION

- 3.1 In November 2017, bank base rate increased to 0.50% after 15 months at a historic low of 0.25%.
- 3.2 This low interest rate has had no immediate effect on the interest payable on the Council's long-term loan debt from Public Works Loan Board (PWLB), which is at fixed interest rates, but will impact on future decisions that the Council may make to borrow from the PWLB. The low rate does however continue to produce a low level of income from our temporary investments.
- 3.3 From 1 November 2012, the Government reduced by 20 basis points (0.20%) the interest rates on loans from PWLB. The reduction was to be applicable for those councils that provide 'improved information and transparency' on 'borrowing and associated capital spending plans'.
- 3.4 The discount is being provided largely in return for the government's request for local authorities to voluntarily provide information on their three year plans for borrowing, capital spend, debt financing and also a commentary on the main capital priorities to be financed over the period. By receiving this information the government will be better able to build more robust forecasts of public expenditure.
- 3.5 The returns are requested on an annual basis and must be completed in order to qualify for the certainty discount rate. A return has been submitted for Ribble Valley Borough Council and we are now listed as an eligible council on the PWLB website.

4 BORROWING REQUIREMENTS

- 4.1 The movements of the Council's external debt for the period can be summarised as follows:

	PWLB £000	Other £000	Total £000
External Debt at 1 April 2017	170	7	177
Transactions: New Loans	0	0	0
Repayments	-23	0	- 23
External debt at 31 March 2018	147	7	154

- 4.2 No temporary loans were taken out during 2017/18, as was the case in 2016/17.

- 4.3 The total interest paid on the Council's external debt was £7,827.59 compared to £9,484.29 in the previous year, all of which related to PWLB debt.

	Interest Paid	
	2017/18 £	2016/17 £
Public Works Loan Board	7,827.59	9,484.29
Temporary Loan	0.00	0.00
Total Interest Paid	7,827.59	9,484.29

5 INVESTMENTS

- 5.1 In accordance with the treasury management policy, surplus funds are temporarily invested via the money market at the best rate of interest available with the minimisation of risk to the capital sum.
- 5.2 The average interest we received on all external investments for the period 1 April 2017 to 31 March 2018 was 0.23%, which less than the 3mth Libor rate of 0.36%
- 5.3 The movement in the Council's external investments are shown in annex 1 and can be summarised as follows:

	Banks/ Building Societies £000	Other Local Authorities £000	Total £000
Investments at 1 April 2017	4,370	4,000	8,370
Transactions – Investments	70,555	33,480	104,035
Repayments	-71,810	-30,680	-102,490
Investments at 31 March 2018	3,115	6,800	9,915

- 5.4 The following investments were held as at 31 March 2018.

Date Invested	Ref.	Borrower	Notice	Rate %	£'000	£'000
16-Mar-18	196	Coventry BS	Fixed 16/04	0.35	500	
29-Mar-18	247	Coventry BS	Fixed 23/04	0.31	400	
						900
15-Feb-18	224	Bank of Scotland	Fixed 23/04	0.42	720	
08-Mar-18	232	Bank of Scotland	Fixed 09/04	0.37	365	
						1,085
15-Mar-18	236	HSBC	Fixed 09/04	0.35	380	
16-Mar-18	237	HSBC	Fixed 13/04	0.35	300	
19-Mar-18	238	HSBC	Fixed 16/04	0.35	250	
29-Mar-18	245	HSBC	Fixed 13/04	0.35	100	
29-Mar-18	246	HSBC	Fixed 20/04	0.36	100	
						1,130
31-Jan-18	213	Thurrock Council	Fixed 03/04	0.38	1,500	

Date Invested	Ref.	Borrower	Notice	Rate %	£'000	£'000
28-Feb-18	228	Wirral Council	Fixed 23/04	0.50	1,800	
15-Mar-18	235	Eastleigh BC	Fixed 23/04	0.80	1,500	
26-Mar-18	240	Suffolk County Council	Fixed 30/05	0.80	2,000	
						6,800
Total Investments as at 31 March 2018						9,915

- 5.5 The total interest received from investments and loans to outside bodies was £38,963 compared with £38,542 for the previous year. The increase was mainly from additional interest received from temporary investments offset by a reduction in interest from the loans from outside bodies. The interest received was allocated as follows:

Interest Allocated to:	2016/17 £	2017/18 £
General Fund	22,308	21,002
Trusts & Bequests	16,234	17,961
Total Interest allocated	38,542	38,963

6 PRUDENTIAL INDICATORS

- 6.1 The Prudential Code for Capital Finance in Local Authorities (the Code) initially came into effect from 1 April 2004. It regulates the Council's ability to undertake new capital investment.
- 6.2 It was revised to take account of the implications of the implementation of the International Financial Reporting Standard (IFRS).
- 6.3 In accordance with this Code the Council agreed to monitor four prudential indicators as follows. This committee approved these in March 2017.
- ❖ Upper limits on variable rate exposure. This indicator identifies a maximum limit for variable interest rates based upon the debt provision net of investments
 - ❖ Upper limits on fixed rate exposure. Similar to the previous indicators, this covers a maximum limit on fixed interest rates.
 - ❖ Maturity structure of borrowing. These gross limits are set to reduce the Council's exposure to large fixed rate sums falling due for refinancing.
 - ❖ Total principal funds invested for a period longer than 364 days. These limits are set to reduce the need for early sale of investment and are based on the availability of investments after each year-end.

6.4 The limits set on interest rate exposures for 2017/18 were as follows:

	Upper Limit £'000	Actual £'000
Maximum Principal Sums Borrowed >364 days	6,976	154
Limits on Fixed Interest Rates (100%)	6,976	154
Limits on Variable Interest Rates (20%)	1,395	0

6.5 The upper and lower limits for the maturity structure of its borrowings for 2017/18 were as follows:

	Upper Limit %	Lower Limit %	Actual %
Under 12 months	20	0	12.92
12 Months and Within 24 Months	20	0	5.86
24 Months and Within 5 Years	40	0	17.60
5 Years and Within 10 Years	30	0	28.33
10 Years and Above	90	0	35.28

6.6 The total principal funds invested for a period longer than 364 days was set at nil. This indicator is in place to ensure that the council is aware of the cash-flow implications of investing for periods of longer than 364 days. In lending surplus funds, the council must ensure that it can't be put in a position where it would be forced to realise any of its investments before their maturity. If this were to be the case, the council could find itself with a financial loss.

6.7 An amendment to the definition for the Prudential Indicator on maximum long term (>364 days) to exclude shareholding in the Local Government Bonds Agency (Local Capital Finance Company Ltd) was approved by this committee in October 2014.

6.8 No investments (excluding our shareholding in the Local Government Bonds Agency) (Local Capital Finance Company Ltd) have been made in the period for longer than 364 days.

7 LOCAL GOVERNMENT BONDS AGENCY

7.1 The Local Government Bonds Agency is a freestanding independent body owned by the local government sector that will raise money efficiently on the capital markets at regular intervals to on-lend to participating local authorities.

7.2 Participating authorities are those local authorities that have invested in the setting up of the Agency or have invested risk capital to capitalise the Agency and fund it through its early years of operations. The agency has been incorporated with the name Local Capital Finance Ltd.

- 7.3 The Agency will offer a viable alternative source of capital funding to councils, other than the Public Works Loans Board (PWLB). Historically we have used the PWLB for our long term borrowing. The Local Government Bonds Agency will be able to offer loans at better or at least equivalent rates to the PWLB and tailor packages to meet the particular needs of participating authorities.
- 7.4 Ribble Valley Borough Council has invested £10,000 in the agency. The Agency is owned by those local authorities that invested in its establishment and those that invest in its capitalisation during its first ten years of operations. Such authorities will become shareholders in the Agency and therefore we, as other authorities, will have our say in the way it is run.
- 7.5 The contribution that we have invested will be returned to us after 10 years of successful operations of the agency, together with interest which will be earned at commercial rates.

8 CONCLUSION

- 8.1 It is essential to minimise the risk to the principal sums that are invested. Through the careful investment of sums in line with the council's strategy the level of risk in our investments has been kept to a minimum.
- 8.2 With interest rates remaining at low levels, the amount of income received from investing surplus cash balances continues to be low, but marginally higher than those attained in the 2016/17 financial year.
- 8.3 Due to the continued movement in judgements made by rating agents, and the continued uncertainty in the Eurozone, a prudent approach continues to be followed in the investment of any surplus cash balances on a day to day basis.

SENIOR ACCOUNTANT

DIRECTOR OF RESOURCES

PF41-18/TH/AC

4 JUNE 2018

Background papers:
Loans Fund Closedown Papers
Treasury Management Strategy 2017/18

For further information please ask for Trudy Holderness, extension 4436

POLICY AND FINANCE COMMITTEE

TEMPORARY INVESTMENT ACTIVITY – 2017/18

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT LONG-TERM	SHORT-TERM
Investments Brought Forward @ 1 April 2017									
17-Mar-17	98	Lloyds Bank Plc	750,000	0.2000%	21-Apr-17	-750,000	-143.84	A+	F1
					Debtor		61.64		
17-Mar-17	192	Lloyds Bank Plc	1,000,000	0.2000%	21-Apr-17	-1,000,000	-191.78	A+	F1
					Debtor		82.19		
31-Jan-17	202	Dumfries & Galloway Council	1,000,000	0.2000%	28-Apr-17		-715.07		
				0.2000%	30-May-17	-1,000,000	-175.34	-	-
					Debtor		493.15		
31-Jan-17	203	Stockport Met BC	1,500,000	0.2300%	10-Apr-17	-1,500,000	-652.19	-	-
					Debtor		567.12		
30-Jan-17	204	Dumfries & Galloway Council	1,500,000	0.2600%	19-Apr-17		-844.11		
				0.2600%	22-May-17	-1,500,000	-271.23	-	-
					Debtor		651.78		
01-Mar-17	221	Coventry BS	350,000	0.2100%	21-Apr-17		-102.70	A	F1
				0.1800%	15-May-17	-350,000	-41.42	A	F1
					Debtor		62.42		
13-Mar-17	225	Coventry BS	1,000,000	0.2100%	22-Apr-17	-1,000,000	-224.38	A	F1
					Debtor		109.32		
27-Mar-17	234	Coventry BS	400,000	0.1900%	13-Apr-17		-35.40	A	F1
				0.1800%	27-Apr-17	-400,000	-27.62	A	F1
					Debtor		10.41		
29-Mar-17	236	HSBC	170,000	0.1000%	13-Apr-17	-170,000	-6.99	AA-	F1+
					Debtor		1.40		
31-Mar-17	237	Bank of Scotland	700,000	0.1100%	21-Apr-17	-700,000	-44.30	A+	F1
					Debtor		2.11		
Monies invested @ 1 April 2017			8,370,000			-8,370,000	-1,434.83		

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT LONG-TERM	SHORT-TERM
Investments made April 2017 to March 2018									
April'17									
03-Apr-17	1	HSBC	240,000	0.10000%	10-Apr-17	-240,000	-4.60	AA-	F1+
06-Apr-17	2	HSBC	110,000	0.10000%	13-Apr-17	-110,000	-2.11	AA-	F1+
10-Apr-17	3	HSBC	110,000	0.10000%	12-Apr-17	-110,000	-0.60	AA-	F1+
10-Apr-17	4	HSBC	400,000	0.10000%	13-Apr-17	-400,000	-3.29	AA-	F1+
10-Apr-17	5	HSBC	210,000	0.10000%	18-Apr-17	-210,000	-4.60	AA-	F1+
10-Apr-17	6	HSBC	110,000	0.10000%	19-Apr-17	-110,000	-2.71	AA-	F1+
10-Apr-17	7	Bank Of Scotland	360,000	0.11000%	27-Apr-17	-360,000	-18.44	A+	F1
11-Apr-17	8	HSBC	60,000	0.10000%	18-Apr-17	-60,000	-1.15	AA-	F1+
12-Apr-17	9	HSBC	175,000	0.10000%	18-Apr-17	-175,000	-2.88	AA-	F1+
13-Apr-17	10	HSBC	170,000	0.10000%	24-Apr-17	-170,000	-5.12	AA-	F1+
18-Apr-17	11	HSBC	200,000	0.10000%	19-Apr-17	-200,000	-0.55	AA-	F1+
18-Apr-17	12	HSBC	175,000	0.10000%	27-Apr-17	-175,000	-4.32	AA-	F1+
18-Apr-17	13	Bank Of Scotland	Rolled over	0.12000%	19-May-17		-54.53	A+	F1
19-May-17	13	Bank Of Scotland	535,000	0.12000%	19-Jun-17	-535,000	-54.53	A+	F1
19-Apr-17	14	HSBC	340,000	0.10000%	20-Apr-17	-340,000	-0.93	AA-	F1+
20-Apr-17	15	HSBC	385,000	0.10000%	21-Apr-17	-385,000	-1.05	AA-	F1+
21-Apr-17	16	HSBC	100,000	0.10000%	24-Apr-17	-100,000	-0.82	AA-	F1+
21-Apr-17	17	HSBC	280,000	0.10000%	08-May-17	-280,000	-13.04	AA-	F1+
24-Apr-17	18	HSBC	160,000	0.10000%	25-Apr-17	-160,000	-0.44	AA-	F1+
25-Apr-17	19	HSBC	130,000	0.10000%	26-Apr-17	-130,000	-0.36	AA-	F1+
25-Apr-17	20	Bank Of Scotland	Rolled over	0.12000%	30-May-17		-57.53	A+	F1
30-May-17	20	Bank Of Scotland	Rolled over	0.10000%	05-Jun-17		-8.22	A+	F1
05-Jun-17	20	Bank Of Scotland	Rolled over	0.10000%	12-Jun-17		-9.59	A+	F1
12-Jun-17	20	Bank Of Scotland	Rolled over	0.15000%	08-Aug-17		-117.12	A+	F1
08-Aug-17	20	Bank Of Scotland	Rolled over	0.20000%	18-Oct-17		-194.52	A+	F1
18-Oct-17	20	Bank Of Scotland	Rolled over	0.22000%	27-Nov-17		-120.55	A+	F1
27-Nov-17	20	Bank Of Scotland	500,000	0.42000%	05-Feb-18	-500,000	-402.74	A+	F1
26-Apr-17	21	HSBC	100,000	0.10000%	27-Apr-17	-100,000	-0.27	AA-	F1+
26-Apr-17	22	HSBC	130,000	0.10000%	15-May-17	-130,000	-6.77	AA-	F1+
27-Apr-17	23	HSBC	240,000	0.10000%	28-Apr-17	-240,000	-0.66	AA-	F1+

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT	
								LONG-TERM	SHORT-TERM
28-Apr-17	24	Coventry BS	1,000,000	0.20000%	30-May-17	-1,000,000	-175.34	A	F1
28-Apr-17	25	HSBC	170,000	0.10000%	02-May-17	-170,000	-1.86	AA-	F1+
			6,390,000			-6,390,000	-1,271.24		
May'17									
02-May-17	26	HSBC	360,000	0.10000%	15-May-17	-360,000	-12.82	AA-	F1+
02-May-17	27	Thurrock Council	2,000,000	0.20000%	04-Jul-17	-2,000,000	-690.41	-	-
04-May-17	28	HSBC	170,000	0.10000%	15-May-17	-170,000	-5.12	AA-	F1+
05-May-17	29	HSBC	100,000	0.10000%	08-May-17	-100,000	-0.82	AA-	F1+
08-May-17	30	Coventry BS	Rolled over	0.14000%	30-May-17		-32.91	A	F1
30-May-17	30	Coventry BS	390,000	0.15000%	04-Jul-17	-390,000	-56.10	A	F1
10-May-17	31	HSBC	120,000	0.10000%	19-May-17	-120,000	-2.96	AA-	F1+
12-May-17	32	HSBC	100,000	0.10000%	15-May-17	-100,000	-0.82	AA-	F1+
15-May-17	33	HSBC	830,000	0.10000%	16-May-17	-830,000	-2.27	AA-	F1+
16-May-17	34	Lloyds Bank Plc	Rolled over	0.11000%	12-Jun-17		-56.96	A+	F1
12-Jun-17	34	Lloyds Bank Plc	700,000	0.14000%	07-Aug-17	-700,000	-150.36	A+	F1
16-May-17	35	HSBC	200,000	0.10000%	22-May-17	-200,000	-3.29	AA-	F1+
17-May-17	36	HSBC	100,000	0.10000%	19-May-17	-100,000	-0.55	AA-	F1+
18-May-17	37	HSBC	380,000	0.10000%	19-May-17	-380,000	-1.04	AA-	F1+
19-May-17	38	Lloyds Bank Plc	625,000	0.12000%	19-Jun-17	-625,000	-63.70	A+	F1
22-May-17	39	HSBC	500,000	0.10000%	30-May-17	-500,000	-10.96	AA-	F1+
24-May-17	40	HSBC	140,000	0.10000%	30-May-17	-140,000	-2.30	AA-	F1+
26-May-17	41	HSBC	80,000	0.10000%	30-May-17	-80,000	-0.88	AA-	F1+
30-May-17	42	HSBC	120,000	0.10000%	22-Jun-17	-120,000	-7.56	AA-	F1+
31-May-17	43	Bank Of Scotland	Rolled over	0.15000%	10-Jul-17		-98.63	A+	F1
10-Jul-17	43	Bank Of Scotland	Rolled over	0.17000%	04-Sep-17		-156.49	A+	F1
04-Sep-17	43	Bank Of Scotland	600,000	0.15000%	19-Oct-17	-600,000	-110.96	A+	F1
31-May-17	44	PCCC - West York's	1,000,000	0.16000%	04-Jul-17	-1,000,000	-149.04	-	-
31-May-17	45	Dumfries & Galloway Council	1,500,000	0.18000%	19-Jul-17	-1,500,000	-362.47	-	-
			10,015,000			-10,015,000	-1,979.42		
June'17									
01-Jun-17	46	HSBC	120,000	0.10000%	26-Jun-17	-120,000	-8.22	AA-	F1+
02-Jun-17	47	HSBC	240,000	0.10000%	05-Jun-17	-240,000	-1.97	AA-	F1+
05-Jun-17	48	HSBC	240,000	0.10000%	12-Jun-17	-240,000	-4.60	AA-	F1+

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT	
								LONG-TERM	SHORT-TERM
07-Jun-17	49	HSBC	200,000	0.10000%	12-Jun-17	-200,000	-2.74	AA-	F1+
09-Jun-17	50	HSBC	630,000	0.10000%	12-Jun-17	-630,000	-5.18	AA-	F1+
12-Jun-17	51	HSBC	240,000	0.10000%	03-Jul-17	-240,000	-13.81	AA-	F1+
14-Jun-17	52	HSBC	70,000	0.10000%	19-Jun-17	-70,000	-0.96	AA-	F1+
15-Jun-17	53	HSBC	270,000	0.10000%	19-Jun-17	-270,000	-2.96	AA-	F1+
19-Jun-17	54	Coventry BS	Rolled over	0.19000%	08-Aug-17		-123.63	A	F1
08-Aug-17	54	Coventry BS	Rolled over	0.12000%	13-Sep-17		-56.22	A	F1
13-Sep-17	54	Coventry BS	Rolled over	0.12000%	22-Nov-17		-109.32	A	F1
22-Nov-17	54	Coventry BS	Rolled over	0.35000%	05-Feb-18		-341.61	A	F1
05-Feb-18	54	Coventry BS	475,000	0.31000%	19-Mar-18	-475,000	-169.44	A	F1
20-Jun-17	55	HSBC	110,000	0.10000%	26-Jun-17	-110,000	-1.81	AA-	F1+
22-Jun-17	56	HSBC	90,000	0.10000%	04-Jul-17	-90,000	-2.96	AA-	F1+
26-Jun-17	57	HSBC	200,000	0.10000%	10-Jul-17	-200,000	-7.67	AA-	F1+
28-Jun-17	58	Coventry BS	Rolled over	0.18000%	08-Aug-17		-101.10	A	F1
08-Aug-17	58	Coventry BS	500,000	0.12000%	13-Sep-17	-500,000	-59.18	A	F1
28-Jun-17	59	HSBC	400,000	0.10000%	14-Jul-17	-400,000	-17.53	AA-	F1+
29-Jun-17	60	HSBC	100,000	0.10000%	30-Jun-17	-100,000	-0.27	AA-	F1+
30-Jun-17	61	Eastleigh BC	2,000,000	0.14000%	08-Aug-17	-2,000,000	-299.18	-	-
30-Jun-17	62	Barnsley MBC	1,280,000	0.14000%	21-Aug-17	-1,280,000	-255.30	-	-
			7,165,000			-7,165,000	-1,585.66		
July'17									
03-Jul-17	63	HSBC	600,000	0.10000%	10-Jul-17	-600,000	-11.51	AA-	F1+
05-Jul-17	64	HSBC	100,000	0.10000%	10-Jul-17	-100,000	-1.37	AA-	F1+
07-Jul-17	65	HSBC	80,000	0.10000%	21-Jul-17	-80,000	-3.07	AA-	F1+
10-Jul-17	66	HSBC	340,000	0.10000%	17-Jul-17	-340,000	-6.52	AA-	F1+
11-Jul-17	67	HSBC	80,000	0.10000%	17-Jul-17	-80,000	-1.32	AA-	F1+
13-Jul-17	68	HSBC	125,000	0.10000%	14-Jul-17	-125,000	-0.34	AA-	F1+
14-Jul-17	69	HSBC	330,000	0.10000%	19-Jul-17	-330,000	-4.52	AA-	F1+
14-Jul-17	70	HSBC	150,000	0.10000%	24-Jul-17	-150,000	-4.11	AA-	F1+
17-Jul-17	71	HSBC	940,000	0.10000%	19-Jul-17	-940,000	-5.15	AA-	F1+
18-Jul-17	72	HSBC	80,000	0.10000%	21-Jul-17	-80,000	-0.66	AA-	F1+
19-Jul-17	73	Lloyds Bank Plc	1,000,000	0.18000%	19-Sep-17	-1,000,000	-305.76	A+	F1
19-Jul-17	74	HSBC	800,000	0.10000%	28-Jul-17	-800,000	-19.73	AA-	F1+

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								LONG-TERM	SHORT-TERM
20-Jul-17	75	HSBC	60,000	0.10000%	28-Jul-17	-60,000	-1.32	AA-	F1+
21-Jul-17	76	HSBC	70,000	0.10000%	14-Aug-17	-70,000	-4.60	AA-	F1+
24-Jul-17	77	HSBC	100,000	0.10000%	14-Aug-17	-100,000	-5.75	AA-	F1+
25-Jul-17	78	Coventry BS	450,000	0.09000%	13-Sep-17	-450,000	-55.48	A	F1
26-Jul-17	79	HSBC	80,000	0.10000%	14-Aug-17	-80,000	-4.16	AA-	F1+
27-Jul-17	80	HSBC	115,000	0.10000%	28-Jul-17	-115,000	-0.32	AA-	F1+
28-Jul-17	81	Merthyr Tydfil CBC	1,500,000	0.15000%	27-Oct-17	-1,500,000	-560.96	-	-
28-Jul-17	82	HSBC	340,000	0.10000%	31-Jul-17	-340,000	-2.79	AA-	F1+
31-Jul-17	83	HSBC	100,000	0.10000%	07-Aug-17	-100,000	-1.92	AA-	F1+
31-Jul-17	84	HSBC	100,000	0.10000%	22-Aug-17	-100,000	-6.03	AA-	F1+
31-Jul-17	85	HSBC	100,000	0.10000%	04-Sep-17	-100,000	-9.59	AA-	F1+
31-Jul-17	86	DMO	3,000,000	0.10000%	08-Aug-17	-3,000,000	-65.75	AAA	-
			10,640,000			-10,640,000	-1,082.73		
Aug'17									
01-Aug-17	87	HSBC	165,000	0.10000%	07-Aug-17	-165,000	-2.71	AA-	F1+
03-Aug-17	88	HSBC	80,000	0.10000%	08-Aug-17	-80,000	-1.10	AA-	F1+
07-Aug-17	89	HSBC	500,000	0.10000%	08-Aug-17	-500,000	-1.37	AA-	F1+
08-Aug-17	90	Barclays Bank plc	1,750,000	0.16600%	18-Oct-17	-1,750,000	-565.08	A	F1
08-Aug-17	91	HSBC	400,000	0.10000%	15-Aug-17	-400,000	-7.67	AA-	F1+
09-Aug-17	92	HSBC	100,000	0.10000%	15-Aug-17	-100,000	-1.64	AA-	F1+
10-Aug-17	93	HSBC	130,000	0.10000%	15-Aug-17	-130,000	-1.78	AA-	F1+
11-Aug-17	94	HSBC	370,000	0.10000%	15-Aug-17	-370,000	-4.05	AA-	F1+
14-Aug-17	95	HSBC	260,000	0.10000%	15-Aug-17	-260,000	-0.71	AA-	F1+
15-Aug-17	96	Midlothian Council	1,500,000	0.13000%	18-Oct-17	-1,500,000	-341.92	-	-
15-Aug-17	97	HSBC	90,000	0.10000%	18-Aug-17	-90,000	-0.74	AA-	F1+
16-Aug-17	98	HSBC	160,000	0.10000%	21-Aug-17	-160,000	-2.19	AA-	F1+
16-Aug-17	99	HSBC	160,000	0.10000%	11-Sep-17	-160,000	-11.40	AA-	F1+
17-Aug-17	100	HSBC	90,000	0.10000%	21-Aug-17	-90,000	-0.99	AA-	F1+
18-Aug-17	101	HSBC	90,000	0.10000%	21-Aug-17	-90,000	-0.74	AA-	F1+
21-Aug-17	102	HSBC	560,000	0.10000%	31-Aug-17	-560,000	-15.34	AA-	F1+
24-Aug-17	103	HSBC	90,000	0.10000%	31-Aug-17	-90,000	-1.73	AA-	F1+
29-Aug-17	104	Lloyds Bank Plc	Rolled Over	0.15000%	19-Oct-17		-157.19	A+	F1
19-Oct-17	104	Lloyds Bank Plc	750,000	0.22000%	29-Dec-17	-750,000	-320.96	A+	F1

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								LONG-TERM	SHORT-TERM
29-Aug-17	105	HSBC	50,000	0.10000%	30-Aug-17	-50,000	-0.14	AA-	F1+
30-Aug-17	106	HSBC	190,000	0.10000%	31-Aug-17	-190,000	-0.52	AA-	F1+
31-Aug-17	107	DMO	2,000,000	0.10000%	13-Sep-17	-2,000,000	-71.23	AAA	
31-Aug-17	108	HSBC	650,000	0.10000%	04-Sep-17	-650,000	-7.12	AA+	F1+
31-Aug-17	109	Stockport MBC	Rolled Over	0.16000%	30-Oct-17		-315.62	-	-
30-Oct-17	109	Stockport MBC	1,200,000	0.16000%	19-Dec-17	-1,200,000	-263.01	-	-
			11,335,000			-11,335,000	-2,096.95		
Sept'17									
01-Sep-17	110	HSBC	180,000	0.1000%	04-Sep-17	-180,000	-1.48	AA-	F1+
04-Sep-17	111	HSBC	400,000	0.1000%	13-Sep-17	-400,000	-9.86	AA-	F1+
06-Sep-17	112	HSBC	120,000	0.1000%	13-Sep-17	-120,000	-2.30	AA-	F1+
07-Sep-17	113	HSBC	120,000	0.1000%	13-Sep-17	-120,000	-1.97	AA-	F1+
08-Sep-17	114	HSBC	70,000	0.1000%	13-Sep-17	-70,000	-0.96	AA-	F1+
11-Sep-17	115	HSBC	110,000	0.1000%	13-Sep-17	-110,000	-0.60	AA-	F1+
13-Sep-17	116	Coventry BS	390,000	0.1200%	22-Nov-17	-390,000	-89.75	A	F1
15-Sep-17	117	HSBC	100,000	0.1000%	18-Sep-17	-100,000	-0.82	AA-	F1+
15-Sep-17	118	HSBC	150,000	0.1000%	22-Sep-17	-150,000	-2.88	AA-	F1+
15-Sep-17	119	Coventry BS	Rolled Over	0.0900%	25-Sep-17		-12.33	A	F1
25-Sep-17	119	Coventry BS	Rolled Over	0.1200%	22-Nov-17		-95.34	A	F1
22-Nov-17	119	Coventry BS	Rolled Over	0.3500%	05-Feb-18		-359.59	A	F1
05-Feb-18	119	Coventry BS	500,000	0.3100%	19-Mar-18	-500,000	-178.36	A	F1
18-Sep-17	120	HSBC	115,000	0.1000%	19-Sep-17	-115,000	-0.32	AA-	F1+
19-Sep-17	121	HSBC	280,000	0.1000%	25-Sep-17	-280,000	-4.60	AA-	F1+
21-Sep-17	122	HSBC	90,000	0.0900%	28-Sep-17	-90,000	-1.55	AA-	F1+
22-Sep-17	123	HSBC	180,000	0.0900%	28-Sep-17	-180,000	-2.66	AA-	F1+
25-Sep-17	124	HSBC	300,000	0.1000%	28-Sep-17	-300,000	-2.47	AA-	F1+
27-Sep-17	125	HSBC	150,000	0.1000%	28-Sep-17	-150,000	-0.41	AA-	F1+
28-Sep-17	126	Bedford MDC	1,500,000	0.3000%	22-Nov-17	-1,500,000	-678.08	-	-
28-Sep-17	127	HSBC	180,000	0.1000%	09-Oct-17	-180,000	-5.42	AA-	F1+
29-Sep-17	128	HSBC	160,000	0.0900%	13-Oct-17	-160,000	-5.52	AA-	F1+
			5,095,000			-5,095,000	-1,457.27		
Oct '17									
02-Oct-17	129	HSBC	500,000	0.09000%	09-Oct-17	-500,000	-8.63	AA-	F1+

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								LONG-TERM	SHORT-TERM
02-Oct-17	130	HSBC	300,000	0.09000%	13-Oct-17	-300,000	-8.14	AA-	F1+
02-Oct-17	131	Bournemouth BC	1,700,000	0.13000%	22-Nov-17	-1,700,000	-308.79	-	-
03-Oct-17	132	HSBC	80,000	0.10000%	09-Oct-17	-80,000	-1.32	AA-	F1+
05-Oct-17	133	HSBC	105,000	0.09000%	18-Oct-17	-105,000	-3.37	AA-	F1+
09-Oct-17	134	HSBC	270,000	0.09000%	18-Oct-17	-270,000	-5.99	AA-	F1+
11-Oct-17	135	HSBC	80,000	0.10000%	20-Oct-17	-80,000	-1.97	AA-	F1+
12-Oct-17	136	HSBC	70,000	0.10000%	18-Oct-17	-70,000	-1.15	AA-	F1+
13-Oct-17	137	HSBC	445,000	0.10000%	18-Oct-17	-445,000	-6.10	AA-	F1+
16-Oct-17	138	HSBC	300,000	0.10000%	18-Oct-17	-300,000	-1.64	AA-	F1+
16-Oct-17	139	HSBC	300,000	0.10000%	19-Oct-17	-300,000	-2.47	AA-	F1+
17-Oct-17	140	HSBC	75,000	0.10000%	18-Oct-17	-75,000	-0.21	AA-	F1+
18-Oct-17	141	Barclays Bank plc	1,000,000	0.24700%	29-Dec-17	-1,000,000	-487.23	A	F1
18-Oct-17	142	HSBC	125,000	0.10000%	19-Oct-17	-125,000	-0.34	AA-	F1+
19-Oct-17	143	HSBC	50,000	0.10000%	20-Oct-17	-50,000	-0.14	AA-	F1+
19-Oct-17	144	HSBC	200,000	0.10000%	23-Oct-17	-200,000	-2.19	AA-	F1+
23-Oct-17	145	HSBC	200,000	0.10000%	24-Oct-17	-200,000	-0.55	AA-	F1+
24-Oct-17	146	HSBC	230,000	0.10000%	25-Oct-17	-230,000	-0.63	AA-	F1+
25-Oct-17	147	Bank Of Scotland	650,000	0.22000%	20-Nov-17	-650,000	-101.86	A	F1
27-Oct-17	148	HSBC	110,000	0.10000%	06-Nov-17	-110,000	-3.01	AA-	F1+
27-Oct-17	149	Thurrock Council	1,500,000	0.19000%	29-Dec-17	-1,500,000	-491.92	-	-
30-Oct-17	150	HSBC	145,000	0.05000%	06-Nov-17	-145,000	-1.39	AA-	F1+
30-Oct-17	151	HSBC	200,000	0.11000%	13-Nov-17	-200,000	-8.44	AA-	F1+
31-Oct-17	152	Merthyr Tydfil CBC	1,500,000	0.25000%	22-Jan-18	-1,500,000	-852.74	-	-
31-Oct-17	153	Lloyds Bank Plc	750,000	0.22000%	22-Dec-17	-750,000	-235.07	AA-	F1+
31-Oct-17	154	Barclays Bank plc	Rolled Over	0.19200%	04-Dec-17		-89.42	A	F1
04-Dec-17	154	Barclays Bank plc	500,000	0.29000%	05-Feb-18	-500,000	-250.27	A	F1
31-Oct-17	155	HSBC	300,000	0.13000%	20-Nov-17	-300,000	-21.37	AA-	F1+
			11,685,000			-11,685,000	-2,896.35		
Nov'17									
01-Nov-17	156	HSBC	180,000	0.25000%	27-Nov-17	-180,000	-32.05	AA-	F1+
03-Nov-17	157	HSBC	100,000	0.35000%	13-Nov-17	-100,000	-9.59	AA-	F1+
06-Nov-17	158	HSBC	240,000	0.35000%	15-Nov-17	-240,000	-20.71	AA-	F1+
08-Nov-17	159	HSBC	90,000	0.35000%	20-Nov-17	-90,000	-10.36	AA-	F1+

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								LONG-TERM	SHORT-TERM
10-Nov-17	160	HSBC	25,000	0.33000%	17-Nov-17	-25,000	-1.58	AA-	F1+
10-Nov-17	161	HSBC	235,000	0.33000%	15-Nov-17	-235,000	-10.62	AA-	F1+
13-Nov-17	162	HSBC	200,000	0.35000%	15-Nov-17	-200,000	-3.84	AA-	F1+
15-Nov-17	163	Dumfries & Galloway Council	1,000,000	0.33000%	05-Feb-18	-1,000,000	-741.37	-	-
16-Nov-17	164	HSBC	85,000	0.36000%	11-Dec-17	-85,000	-20.96	AA-	F1+
17-Nov-17	165	HSBC	60,000	0.35000%	20-Nov-17	-60,000	-1.73	AA-	F1+
20-Nov-17	166	HSBC	160,000	0.35000%	22-Nov-17	-160,000	-3.07	AA-	F1+
21-Nov-17	167	HSBC	75,000	0.35000%	22-Nov-17	-75,000	-0.72	AA-	F1+
22-Nov-17	168	HSBC	330,000	0.35000%	27-Nov-17	-330,000	-15.82	AA-	F1+
28-Nov-17	169	Bank Of Scotland	500,000	0.42000%	05-Feb-18	-500,000	-396.99	A	F1
28-Nov-17	170	HSBC	200,000	0.35000%	04-Dec-17	-200,000	-11.51	AA-	F1+
28-Nov-17	171	HSBC	150,000	0.35000%	11-Dec-17	-150,000	-18.70	AA-	F1+
29-Nov-17	172	HSBC	120,000	0.35000%	18-Dec-17	-120,000	-21.86	AA-	F1+
30-Nov-17	173	Suffolk CC	1,500,000	0.35000%	19-Feb-18	-1,500,000	-1,165.07	-	-
30-Nov-17	174	Nationwide BS	1,500,000	0.38000%	28-Feb-18	-1,500,000	-1,405.48	A+	F1
			6,750,000			-6,750,000	-3,892.03		
Dec'17									
01-Dec-17	175	HSBC	220,000	0.35000%	22-Dec-17	-220,000	-44.30	AA-	F1+
04-Dec-17	176	HSBC	90,000	0.35000%	18-Dec-17	-90,000	-12.08	AA-	F1+
06-Dec-17	177	HSBC	100,000	0.35000%	11-Dec-17	-100,000	-4.79	AA-	F1+
08-Dec-17	178	HSBC	95,000	0.35000%	22-Dec-17	-95,000	-12.75	AA-	F1+
11-Dec-17	179	HSBC	150,000	0.35000%	18-Dec-17	-150,000	-10.07	AA-	F1+
11-Dec-17	180	HSBC	170,000	0.35000%	22-Dec-17	-170,000	-17.93	AA-	F1+
13-Dec-17	181	HSBC	115,000	0.35000%	18-Dec-17	-115,000	-5.51	AA-	F1+
15-Dec-17	182	HSBC	550,000	0.35000%	18-Dec-17	-550,000	-15.82	AA-	F1+
18-Dec-17	183	HSBC	500,000	0.35000%	22-Dec-17	-500,000	-19.18	AA-	F1+
18-Dec-17	184	HSBC	250,000	0.35000%	27-Dec-17	-250,000	-21.58	AA-	F1+
19-Dec-17	185	HSBC	400,000	0.35000%	22-Dec-17	-400,000	-11.51	AA-	F1+
21-Dec-17	186	HSBC	115,000	0.35000%	22-Dec-17	-115,000	-1.10	AA-	F1+
22-Dec-17	186b	Newport City Council	1,500,000	0.40000%	04-Jan-18	-1,500,000	-213.70	-	-
22-Dec-17	187	HSBC	290,000	0.35000%	29-Dec-17	-290,000	-19.47	AA-	F1+

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT	
								LONG-TERM	SHORT-TERM
28-Dec-17	188	HSBC	750,000	0.35000%	03-Jan-18	-750,000	-43.15	AA-	F1+
			5,295,000			-5,295,000	-452.94		
Jan'18									
02-Jan-18	189	HSBC	1,000,000	0.35000%	03-Jan-18	-1,000,000	-9.59	AA-	F1+
02-Jan-18	190	Lloyds Bank Plc	Rolled Over	0.37000%	15-Jan-18		-230.62	A+	F1
15-Jan-18	190	Lloyds Bank Plc	1,750,000	0.41000%	16-Mar-18	-1,750,000	-1,179.45	A+	F1
03-Jan-18	191	Leeds City Council	2,000,000	0.30000%	20-Mar-18	-2,000,000	-1,249.32	-	-
03-Jan-18	192	HSBC	100,000	0.35000%	04-Jan-18	-100,000	-0.96	AA-	F1+
03-Jan-18	193	HSBC	200,000	0.35000%	08-Jan-18	-200,000	-9.59	AA-	F1+
03-Jan-18	194	HSBC	200,000	0.35000%	15-Jan-18	-200,000	-23.01	AA-	F1+
04-Jan-18	195	Dumfries & Galloway Council	1,000,000	0.28000%	16-Mar-18	-1,000,000	-544.66	-	-
04-Jan-18	196	Coventry BS	Rolled Over	0.34000%	16-Mar-18		-330.68	A	F1
16-Mar-18	196	Coventry BS	500,000	0.35000%	Still Invested		-76.71	A	F1
05-Jan-18	197	HSBC	100,000	0.35000%	08-Jan-18	-100,000	-2.88	AA-	F1+
08-Jan-18	198	HSBC	100,000	0.35000%	15-Jan-18	-100,000	-6.71	AA-	F1+
08-Jan-18	199	HSBC	250,000	0.35000%	22-Jan-18	-250,000	-33.56	AA-	F1+
09-Jan-18	200	HSBC	100,000	0.35000%	19-Jan-18	-100,000	-9.59	AA-	F1+
11-Jan-18	201	HSBC	160,000	0.35000%	15-Jan-18	-160,000	-6.14	AA-	F1+
12-Jan-18	202	HSBC	275,000	0.35000%	15-Jan-18	-275,000	-7.91	AA-	F1+
15-Jan-18	203	Barclays Bank plc	1,000,000	0.34000%	16-Mar-18	-1,000,000	-558.90	A	F1
17-Jan-18	204	HSBC	100,000	0.35000%	22-Jan-18	-100,000	-4.79	AA-	F1+
18-Jan-18	205	HSBC	125,000	0.35000%	05-Feb-18	-125,000	-21.58	AA-	F1+
19-Jan-18	206	HSBC	130,000	0.35000%	12-Feb-18	-130,000	-29.92	AA-	F1+
22-Jan-18	207	HSBC	400,000	0.35000%	05-Feb-18	-400,000	-53.70	AA-	F1+
24-Jan-18	208	HSBC	100,000	0.35000%	25-Jan-18	-100,000	-0.96	AA-	F1+
25-Jan-18	209	HSBC	550,000	0.35000%	05-Feb-18	-550,000	-58.01	AA-	F1+
26-Jan-18	210	HSBC	80,000	0.35000%	05-Feb-18	-80,000	-7.67	AA-	F1+
29-Jan-18	211	Bank Of Scotland	650,000	0.40000%	19-Mar-18	-650,000	-349.04	AA+	F1+
30-Jan-18	212	HSBC	115,000	0.35000%	05-Feb-18	-115,000	-6.62	AA-	F1+
31-Jan-18	213	Thurrock Council	1,500,000	0.38000%	Still Invested		-936.99	-	-
31-Jan-18	214	DMO	1,500,000	0.25000%	01-Feb-18	-1,500,000	-10.27	AAA	-
			13,985,000			-11,985,000	-5,759.83		

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT	
								LONG-TERM	SHORT-TERM
Feb'18									
01-Feb-18	215	DMO	1,500,000	0.25000%	02-Feb-18	-1,500,000	-10.27	AAA	-
01-Feb-18	216	HSBC	165,000	0.35000%	26-Feb-18	-165,000	-39.55	AA-	F1+
02-Feb-18	217	Ashfield	1,500,000	0.30000%	15-Mar-18	-1,500,000	-505.48	-	--
05-Feb-18	218	HSBC	150,000	0.35000%	12-Feb-18	-150,000	-10.07	AA-	F1+
05-Feb-18	219	HSBC	110,000	0.35000%	19-Feb-18	-110,000	-14.77	AA-	F1+
05-Feb-18	220	HSBC	100,000	0.35000%	22-Feb-18	-100,000	-16.30	AA-	F1+
07-Feb-18	221	HSBC	130,000	0.35000%	05-Mar-18	-130,000	-32.41	AA-	F1+
09-Feb-18	222	HSBC	80,000	0.35000%	12-Feb-18	-80,000	-2.30	AA-	F1+
12-Feb-18	223	HSBC	360,000	0.35000%	15-Feb-18	-360,000	-10.36	AA-	F1+
15-Feb-18	224	Bank Of Scotland	720,000	0.42000%	Still Invested		-372.82	A+	F1
19-Feb-18	225	HSBC	145,000	0.35000%	12-Mar-18	-145,000	-29.20	AA-	F1+
23-Feb-18	226	HSBC	100,000	0.35000%	26-Feb-18	-100,000	-2.88	AA-	F1+
26-Feb-18	227	HSBC	100,000	0.50000%	05-Mar-18	-100,000	-9.59	AA-	F1+
28-Feb-18	228	Wirral Council	1,800,000	0.50000%	Still Invested		-789.04	-	-
28-Feb-18	229	HSBC	90,000	0.50000%	22-Mar-18	-90,000	-27.12	AA-	F1+
			7,050,000			-4,530,000	-1,872.16		
Mar'18									
02-Mar-18	230	HSBC	160,000	0.50000%	29-Mar-18	-160,000	-59.18	AA-	F1+
05-Mar-18	231	HSBC	180,000	0.35000%	12-Mar-18	-180,000	-12.08	AA-	F1+
08-Mar-18	232	Bank Of Scotland	365,000	0.37000%	Still Invested		-88.80	A+	F1
12-Mar-18	233	HSBC	200,000	0.35000%	19-Mar-18	-200,000	-13.42	AA-	F1+
12-Mar-18	234	HSBC	190,000	0.35000%	29-Mar-18	-190,000	-30.97	AA-	F1
15-Mar-18	235	Eastleigh BC	1,500,000	0.80000%	Still Invested		-558.90	-	-
15-Mar-18	236	HSBC	380,000	0.35000%	Still Invested		-61.95	AA-	F1+
16-Mar-18	237	HSBC	300,000	0.35000%	Still Invested		-46.03	AA-	F1+
19-Mar-18	238	HSBC	250,000	0.35000%	Still Invested		-31.16	AA-	F1+
20-Mar-18	239	DMO	2,000,000	0.25000%	26-Mar-18	-2,000,000	-82.19	AAA	-
26-Mar-18	240	Suffolk CC	2,000,000	0.80000%	Still Invested		-263.01	-	-
21-Mar-18	241	HSBC	75,000	0.35000%	26-Mar-18	-75,000	-3.60	AA-	F1+
23-Mar-18	242	HSBC	70,000	0.35000%	26-Mar-18	-70,000	-2.01	AA-	F1+
26-Mar-18	243	HSBC	75,000	0.35000%	29-Mar-18	-75,000	-2.16	AA-	F1+

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT	
								LONG-TERM	SHORT-TERM
28-Mar-18	244	HSBC	285,000	0.35000%	29-Mar-18	-285,000	-2.73	AA-	F1+
29-Mar-18	245	HSBC	100,000	0.35000%	Still Invested		-2.88	AA-	F1+
29-Mar-18	246	HSBC	100,000	0.35000%	Still Invested		-2.96	AA-	F1+
29-Mar-18	247	Coventry BS	400,000	0.31000%	Still Invested		-10.19	AA-	F1+
			8,630,000			-3,235,000	-1,274.22		
2017/18 Investments April 2017- March 2018			104,035,000			-94,120,000	-25,620.80		
Total Investments 2017/18 (Including Brought Forward from 2016/17)			112,405,000			-102,490,000	-27,055.63		

RIBBLE VALLEY BOROUGH COUNCIL

REPORT TO POLICY & FINANCE COMMITTEE

INFORMATION

Agenda Item No 19

18meeting date: 19 JUNE 2018
title: TREASURY MANAGEMENT MONITORING
submitted by: DIRECTOR OF RESOURCES
principal author: TRUDY HOLDERNESS

1 PURPOSE

1.1 To provide you with a monitoring report on our treasury management activities for period 1 April 2018 to 31 May 2018.

1.2 Relevance to the Council's ambitions and priorities:

- In accordance with the corporate strategy priority -“to ensure a well-managed Council, by maintaining critical financial management and controls.” This report provides members with information regarding the treasury management activities for the period.

1.3 You have previously approved a treasury management policy in accordance with CIPFA's code of practice on treasury management for Local Authorities.

1.4 In accordance with this policy committee should receive a quarterly monitoring report on the Council's treasury management operations.

2 BACKGROUND

2.1 Events in recent years have raised the profile of the treasury management function and highlighted the potential serious risks involved.

2.2 The Council borrows any money it requires to fund its capital spending plans from the Public Works Loan Board. They make funds available for long loan periods at interest rates just below market rates and lend to Government and Public bodies. The Council rarely borrows to fund its revenue activities and is much more likely at any point in time to have surplus funds to invest.

2.3 On a daily basis we assess our cash flow position. To do this we estimate the funds we expect to receive e.g. council tax payments, grants and fees, and deduct any known payments we expect to make e.g. precepts, creditors and salaries.

2.4 On most days the Council is in a position where it has surplus funds available to invest.

2.5 How we invest these surplus funds is governed by the Council's Treasury Management policies and practices agreed and reported to Policy and Finance Committee and ultimately Full Council.

2.6 The main points being:

- The Council maintains a list of organisations it will lend its surplus funds to, which is regularly reviewed. The current list is shown in section 7 of this report.

- The Council has maximum limits for each bank or building society of £1.75m. The limit for the Debt Management Office (DMO), where the Government guarantees investments, is currently £5m and the limit for other Local Authorities, Police and Crime Commissioners, Fire and Rescue Services and Transport Authorities is £2.5m per institution
- The safety of our investments is paramount and not the requirement to maximise returns.
- Our policy has been to only lend to major British Banks and Building Societies relying on the assumption that the Government would be unlikely to allow a major bank/building society to fail.

3 PUBLIC WORKS LOAN BOARD

- 3.1 Bank base interest rates remained at 0.50% throughout the period.
- 3.2 Any changes in interest rates only affect interest received on our temporary investments as interest payable on the Council's long-term loan debt from Public Works Loan Board (PWLB), all at fixed interest rates.
- 3.3 From 1 November 2012, the Government reduced by 20 basis points (0.20%) the interest rates on loans from PWLB. The reduction was to be applicable for those councils that provide an annual return providing 'improved information and transparency' on 'borrowing and associated capital spending plans'. This will enable the government to build a more robust forecast of public expenditure.
- 3.4 A return has been submitted for Ribble Valley Borough Council and we are now listed as an eligible council for the certainty discount rate on the PWLB website.
- 3.5 There are two types of loan according to interest rate that are available from the board:
- Fixed rate loans, on which the rate of interest is fixed for the life of the loan and interest is payable at half-yearly intervals;
 - Variable rate loans, on which the rate of interest is variable at one, three or six monthly intervals. The interval is at the choice of the borrower but once chosen remains the same for the life of the loan.
- 3.6 For each of the two types of loan according to interest rates, there are three types of loans by method of repayment or amortisation
- Annuity or Equal Repayments (ER): fixed half-yearly payment to include principal and interest; or
 - Equal instalments of Principal (EIP): equal half-yearly instalments of principal together with interest on the balance outstanding at the time; or
 - Maturity: half yearly payments of interest only with a single repayment of principal at the end of the term.
- 3.7 As mentioned in paragraph 3.2 all our PWLB debt is at fixed interest rates, two examples of the current PWLB fixed rates payable on loans are shown in the table below for information.

PWLB - Interest rates						
	Standard New Loan Rates			Certainty Rates		
Period (Years)	EIP	Annuity	Maturity	EIP	Annuity	Maturity
Over 9.5 not over 10	2.04 %	2.05%	2.46%	1.84%	1.85%	2.26%
Over 24.5 not over 25	2.67 %	2.71%	2.90%	2.47%	2.51%	2.70%

4 BORROWING REQUIREMENTS

- 4.1 There has been no movement on the Council's external borrowing during the period as the instalments are only paid at the end of September and March. The external debt can be summarised as follows.

	PWLB £000	Other £000	Total £000
External Debt at 1 April 2018	147	7	154
Transactions - New Loans	0	0	0
- Repayments	0	0	0
External debt at 31 May 2018	147	7	154

- 4.2 No temporary loans were taken out either in the period April to May 2018 or in the same period in 2017.

- 4.3 No half yearly instalment of interest is due until September 2018.

5 TEMPORARY INVESTMENTS

- 5.1 In accordance with the treasury management policy, surplus funds are temporarily invested via the money market at the best rate of interest available with the minimisation of risk to the capital sum.

- 5.2 The average interest rate we received on all external investments for the period 1 April to 31 May 2018 was 0.503%

- 5.3 The movement in the Council's external investments are shown in Annex 1 and can be summarised as follows:

	Banks/Building Societies £000	Other Local Authorities £000	Total £000
Monies Invested at 1 April 2018	3,115	6,800	9,915
Transactions - New Investments	16,640	4,000	20,640
- Repayment Investments	-11,465	-8,800	-20,265
Monies Invested as at 31 May 2018	8,290	2,000	10,290

5.4 The following investments were held as at 31 May 2018.

Date Invested	Nos.	Borrower	Notice	Rate %	£'000	£'000
21 May'18	224	Bank of Scotland	Fixed 19 Jun'18	0.37	720	
15 May'18	232	Bank of Scotland	Fixed 19 Jun'18	0.38	365	
						1,085
25 Apr'18	196	Coventry BS	Fixed 1 Jun'18	0.45	500	
						500
14 May'18	21	Lloyds Bank Plc	Fixed 4 Jul'18	0.41	500	
30 Apr'18	22	Lloyds Bank Plc	Fixed 11 Jun'18	0.45	500	
14 May'18	31	Lloyds Bank Plc	Fixed 4 Jul'18	0.41	450	
						1,450
30 Apr'18	23	Dumfries & Galloway Council	Fixed 4 Jul'18	0.40	2,000	
						2,000
30 May'18	39	DMO	Fixed 6 Jun'18	0.25	1,000	
31 May'18	41	DMO	Fixed 4 Jul'18	0.26	2,950	
						3,950
21 May'18	35	HSBC Bank Plc	Fixed 4 Jun'18	0.35	125	
22 May'18	36	HSBC Bank Plc	Fixed 4 Jun'18	0.35	80	
30 May'18	40	HSBC Bank Plc	Fixed 19 Jul'18	0.35	600	
31 May'18	42	HSBC Bank Plc	Fixed 11 Jun'18	0.35	500	
						1,305
Total Investments as at 31 May 2018						10,290

5.5 The total interest received on the Council's external investments during the period was £8,218 compared with £2,309 in the previous year.

6 PRUDENTIAL INDICATORS

6.1 The Prudential Code for Capital Finance in Local Authorities (the Code) initially came into effect from 1 April 2004. It regulates the Council's ability to undertake new capital investment.

6.2 It was revised to take account of the implications of the implementation of the International Financial Reporting Standard (IFRS).

6.3 In accordance with this Code the Council agreed to monitor four prudential indicators as follows. This committee approved these in March 2018.

- Upper limits on variable rate exposure. This indicator identifies a maximum limit for variable interest rates based upon the debt provision net of investments.
- Upper limits on fixed rate exposure. Similar to the previous indicators, this covers a maximum limit on fixed interest rates
- Maturity structure of borrowing. These gross limits are set to reduce the Council's exposure to large fixed rate sums falling due for refinancing.

- Total principal funds invested for a period longer than 364 days. These limits are set to reduce the need for early sale of an investment and are based on the availability of investments after each year-end

6.4 The limits set on interest rate exposures for 2018/19 were as follows:

	Upper Limit £000	Current Actual £000
Maximum Principal Sums Borrowed >364 days	7,506	154
Limits on Fixed Interest Rates	7,506	154
Limits on Variable Interest Rates	1,501	0

6.5 The upper and lower limits for the maturity structure of its borrowings for 2018/19 were as follows:

	Upper Limit	Lower Limit	Current Actual
	%	%	%
Under 12 months	20	0	6.74
12 Months and Within 24 Months	20	0	6.74
24 Months and Within 5 Years	30	0	20.08
5 Years and Within 10 Years	40	0	32.41
10 Years and Above	90	0	34.03

6.6 The total principal funds invested for a period longer than 364 days was set at nil. This indicator is in place to ensure that the council is aware of the cash-flow implications of investing for periods of longer than 364 days. In lending surplus funds, the council must ensure that it can't be put in a position where it would be forced to realise any of its investments before their maturity. If this were to be the case, the council could find itself with a financial loss.

6.7 No investments (excluding our shareholding in the Local Government Bonds Agency (Local Capital Finance Company Ltd) have been made in the period for longer than 364 days.

6.8 In 2017 the Prudential Code was changed to reflect developments since it was updated in 2011. It plays a key role in capital finance in local authorities that are central to the delivery of public services.

7 LOCAL GOVERNMENT BONDS AGENCY

7.1 The Local Government Bonds Agency is a freestanding independent body owned by the local government sector that will raise money efficiently on the capital markets at regular intervals to on-lend to participating local authorities.

7.2 Participating authorities are those local authorities that have invested in the setting up of the Agency or have invested risk capital to capitalise the Agency and fund it through its early years of operations. The agency has been incorporated with the name Local Capital Finance Ltd.

7.3 The Agency will offer a viable alternative source of capital funding to councils, other than the Public Works Loans Board (PWLB). Historically we have used the PWLB for our long term borrowing. The Local Government Bonds Agency will be able to offer loans at better or at least equivalent rates to the PWLB and tailor packages to meet the particular needs of participating authorities.

7.4 Ribble Valley Borough Council has invested £10,000 in the agency. The Agency is owned by those local authorities that invested in its establishment and those that invest in its capitalisation during its first ten years of operations. Such authorities will become shareholders in the Agency and therefore we, as other authorities, will have our say in the way it is run.

7.5 The contribution that we have invested will be returned to us after 10 years of successful operations of the agency, together with interest which will be earned at commercial rates.

8 APPROVED ORGANISATIONS

8.1 Principally, Fitch credit ratings are used as an indication of the probability of organisations defaulting on our investments and are defined in Annex 2. They only show an indication of the current credit position. They are being monitored on a regular basis and any significant changes will be reported to this committee. In addition, we monitor and consider the ratings given by rating agents S&P Global Ratings (previously Standard and Poor), and Moody's together with the Fitch ratings prior to investing any monies on a day-to-day basis. The full list of ratings for our approved institutions is shown at Annex 3, and is a snapshot as at 11 June 2018.

8.2 It has previously been approved that investments with Building Societies be limited to the top 8 building societies based on their total assets. However West Bromwich and Newcastle Building Societies have had their Fitch Rating withdrawn so have been removed from the approved list leaving the top 6 building societies based on their total assets.

Name	Current Ranking Nov 2017	Full Transaction Review Date	Fitch Rating	
			Long Term	Short Term
Nationwide*	1	01/03/18	A	F1
Yorkshire	2	24/04/18	A-	F1
Coventry	3	24/04/18	A	F1
Skipton	4	24/04/18	A-	F1
Leeds	5	24/04/18	A-	F1
Principality*	6	24/04/18	BBB+	F2

* changed since last reported

8.3 The banks we use are reviewed annually as part of the Treasury Management Practices to take into account their Fitch IBCA long-term and short-term credit rating. The current ratings are as follows:

Name	Fitch's Full Transaction Review Date	Long Term	Short Term
Santander UK Plc	24/01/18	A	F1
Barclays Bank Plc	28/09/17	A	F1
Bank of Scotland Plc	15/05/18	A+	F1
Co-operative Bank (The)*	04/09/18	BBB	F2
HSBC Bank Plc	28/09/17	AA-	F1+
Lloyds Bank Plc	24/01/18	A+	F1
National Westminster Bank Plc *	15/05/18	A-	F2
Royal Bank of Scotland Plc (The) *	24/01/18	A+	F

* Changed since last reported

8.4 In addition to the building societies and banks we use for investments, also approved for use are other Local Authorities and the United Kingdom Debt Management Office, where the Government guarantees investments.

9 RECENT EVENTS

9.1 The market is now predicting that the Bank of England will raise its base rate to 0.75% later in 2018 after weak economic data and falling inflation caused it to delay the anticipated interest rate rise in May.

9.2 However, the Bank of England's own forecasts suggest that there will still be at least three interest rate rises between now and 2021. The Bank of England has stated that it will closely watch economic data to determine when it will next raise interest rates.

10 EXPOSURE TO RISK

10.1 With the risks surrounding the UK's exit from the EU, it is imperative that we continue to protect the council's principal sums invested in order to minimise its exposure to risks.

10.2 To ensure our exposure is limited as far as possible, we have continued with the following measures:

- Daily early morning meetings to discuss the latest position:
 - Lending arrangements
 - A review of the Markets
 - A review of our current investments and whether we consider they are still safe.
 - Institution Ratings
- Authorisation prior to investments with either the Director of Resources or the Head of Financial Services
- Keep Leader/Chief Executive informed
- Look to arrange new secure options for investments.

11 CONCLUSION

- 11.1 It is essential to minimise the risk to the principal sums that are invested. Through the careful investment of sums in line with the council's strategy the level of risk in our investments has been kept to a minimum.
- 11.2 Due to the continued uncertainty in the global economy, a prudent approach continues to be followed in the investment of any surplus cash balances on a day to day basis.

SENIOR ACCOUNTANT

DIRECTOR OF RESOURCES

PF42-18/TH/AC

11 June 2018

For further information please ask for Trudy Holderness.

**POLICY AND FINANCE COMMITTEE
TEMPORARY INVESTMENT ACTIVITY – 2017/18**

ANNEX 1

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT	
								LONG-TERM	SHORT-TERM
Investments Brought Forward @ 1 April 2018									
16-Mar-18	196	Coventry BS	Rolled Over	0.3500	16-Apr-18		-148.63	A	F1
16-Apr-18	196	Coventry BS	Rolled Over	0.2900	25-Apr-18		-35.75	A	F1
25-Apr-18	196	Coventry BS	500,000	0.4500	Still invested		-228.08	A	F1
					Debtor		76.71	A	F1
31-Jan-18	213	Thurrock Council	1,500,000	0.3800	03-Apr-18	-1,500,000	-968.22	-	-
					Debtor		936.99	-	-
15-Feb-18	224	Bank of Scotland	Rolled Over	0.4200	23-Apr-18		-555.09	A+	F1
23-Apr-18	224	Bank of Scotland	Rolled Over	0.4100	21-May-18		-226.45	A+	F1
21-May-18	224	Bank of Scotland	720,000	0.3700	Still invested		-80.28	A+	F1
					Debtor		372.82	A+	F1
28-Feb-18	228	Wirral Borough Council	1,800,000	0.5000	23-Apr-18	-1,800,000	-1,331.51	-	-
					Debtor		789.04	-	-
08-Mar-18	232	Bank of Scotland	Rolled Over	0.3700	09-Apr-18		-118.40	A+	F1
09-Apr-18	232	Bank of Scotland	Rolled Over	0.4100	15-May-18		-147.60	A+	F1
15-May-18	232	Bank of Scotland	365,000	0.3800	Still invested		-64.60	A+	F1
					Debtor		88.80	A+	F1
15-Mar-18	235	Eastleigh Borough Council	1,500,000	0.8000	23-Apr-18	-1,500,000	-1,282.19	-	-
					Debtor		558.90	-	-
15-Mar-18	236	HSBC	380,000	0.3500	09-Apr-18	-380,000	-91.10	AA-	F1+
					Debtor		61.95	AA-	F1+

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT	
								LONG-TERM	SHORT-TERM
16-Mar-18	237	HSBC	300,000	0.3500	13-Apr-18	-300,000	-80.55	AA-	F1+
					Debtor		46.03	AA-	F1+
19-Mar-18	238	HSBC	250,000	0.3500	16-Apr-18	-250,000	-67.12	AA-	F1+
					Debtor		31.16	AA-	F1+
26-Mar-18	240	Suffolk County Council	2,000,000	0.8000	30-May-18	-2,000,000	-2,849.32		
					Debtor		263.01		
29-Mar-18	245	HSBC	100,000	0.3500	13-Apr-18	-100,000	-14.38	AA-	F1+
					Debtor		2.88	AA-	F1+
29-Mar-18	246	HSBC	100,000	0.3600	20-Apr-18	-100,000	-21.70	AA-	F1+
					Debtor		2.96	AA-	F1+
29-Mar-18	247	Coventry BS	Rolled Over	0.3100	23-Apr-18		-84.93	A	F1
23-Apr-18			400,000	0.3900	30-May-18	-400,000	-158.14	A	F1
					Debtor		10.19	A	F1
Monies Invested @ 1 April 2018			9,915,000			-8,330,000	-5,312.60		
Investment made April to May 2018									
April'18									
03-Apr-18	1	DMO	1,500,000	0.25000	09-Apr-18	-1,500,000	-61.64	AAA	-
03-Apr-18	2	HSBC	200,000	0.35000	09-Apr-18	-200,000	-11.51	AA-	F1+
05-Apr-18	3	Coventry BS	Rolled Over	0.28000	11-Apr-18		-22.09	A	F1
11-Apr-18	3	Coventry BS	Rolled Over	0.30000	23-Apr-18		-47.34	A	F1
23-Apr-18	3	Coventry BS	480,000	0.34000	21-May-18	-480,000	-125.19	A	F1
06-Apr-18	4	HSBC	300,000	0.35000	11-Apr-18	-300,000	-14.38	AA-	F1+
09-Apr-18	5	HSBC	245,000	0.35000	11-Apr-18	-245,000	-4.70	AA-	F1+

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITC RATING AT	
								LONG-TERM	SHORT-TERM
09-Apr-18	6	DMO	2,000,000	0.25000	10-Apr-18	-2,000,000	-13.70	AAA	-
10-Apr-18	7	Thurrock Council	2,000,000	0.40000	30-May-18	-2000000	-1,095.89	-	-
10-Apr-18	8	HSBC	100,000	0.35000	11-Apr-18	-100,000	-0.96	AA-	F1+
12-Apr-18	9	HSBC	80,000	0.35000	13-Apr-18	-80,000	-0.77	AA-	F1+
13-Apr-18	10	HSBC	280,000	0.35000	16-Apr-18	-280,000	-8.05	AA-	F1+
16-Apr-18	11	HSBC	100,000	0.35000	17-Apr-18	-100,000	-0.96	AA-	F1+
16-Apr-18	12	HSBC	450,000	0.35000	25-Apr-18	-450,000	-38.84	AA-	F1+
16-Apr-18	13	HSBC	100,000	0.37000	08-May-18	-100,000	-22.30	AA-	F1+
17-Apr-18	14	HSBC	150,000	0.35000	18-Apr-18	-150,000	-1.44	AA-	F1+
18-Apr-18	15	HSBC	150,000	0.35000	23-Apr-18	-150,000	-7.19	AA-	F1+
19-Apr-18	16	HSBC	135,000	0.35000	23-Apr-18	-135,000	-5.18	AA-	F1+
20-Apr-18	17	HSBC	250,000	0.35000	23-Apr-18	-250,000	-7.19	AA-	F1+
24-Apr-18	18	HSBC	100,000	0.35000	25-Apr-18	-100,000	-0.96	AA-	F1+
26-Apr-18	19	HSBC	200,000	0.36000	14-May-18	-200,000	-35.51	AA-	F1+
27-Apr-18	20	HSBC	185,000	0.35000	30-Apr-18	-185,000	-5.32	AA-	F1+
30-Apr-18	20	HSBC	150,000	0.36000	08-May-18	-150,000	-11.51	AA-	F1+
30-Apr-18	21	Lloyds Bank Plc	Rolled Over	0.36000	14-May-18		-69.04	A+	F1
14-May-18	21	Lloyds Bank Plc	500,000	0.41000	Still Invested		-101.10	A+	F1
30-Apr-18	22	Lloyds Bank Plc	500,000	0.45000	Still Invested		-197.26	A+	F1
30-Apr-18	23	Dumfries & Galloway Council	2,000,000	0.40000	Still Invested		-701.37	-	-
			12,155,000			-9,155,000	-2,611.39		
May'18									
01-May-18	24	HSBC	180,000	0.3600	14-May-18	-180,000	-22.44	AA-	F1+
03-May-18	25	HSBC	100,000	0.3600	22-May-18	-100,000	-18.22	AA-	F1+
03-May-18	26	HSBC	150,000	0.3600	08-May-18	-150,000	-7.19	AA-	F1+
08-May-18	27	HSBC	400,000	0.3500	14-May-18	-400,000	-23.01	AA-	F1+
08-May-18	28	HSBC	50,000	0.3500	18-May-18	-50,000	-4.79	AA-	F1+
10-May-18	29	HSBC	120,000	0.3500	14-May-18	-120,000	-4.60	AA-	F1+
11-May-18	30	HSBC	90,000	0.3500	14-May-18	-90,000	-2.59	AA-	F1+
14-May-18	31	Lloyds Bank Plc	450,000	0.4100	Still Invested		-90.99	A+	F1
15-May-18	32	HSBC	300,000	0.3500	21-May-18	-300,000	-17.26	AA-	F1+
16-May-18	33	HSBC	100,000	0.3500	21-May-18	-100,000	-4.79	AA-	F1+

DATE INVESTED	TEMPORARY INVESTMENT NUMBER	BORROWER	AMOUNT INVESTED £	INTEREST RATE %	DATE REPAID	PRINCIPAL REPAID £	INTEREST RECEIVED/ DUE £	FITCH RATING AT	
								LONG-TERM	SHORT-TERM
18-May-18	34	HSBC	360,000	0.3500	21-May-18	-360,000	-10.36	AA-	F1+
21-May-18	35	HSBC	125,000	0.3500	Still Invested		-13.18	AA-	F1+
22-May-18	36	HSBC	80,000	0.3500	Still Invested		-7.67	AA-	F1+
24-May-18	37	HSBC	130,000	0.3500	31-May-18	-130,000	-8.73	AA-	F1+
30-May-18	38	HSBC	800,000	0.3500	30-May-18	-800,000	-7.67	AA-	F1+
30-May-18	39	DMO	1,000,000	0.2500	Still Invested		-13.70	AAA	-
30-May-18	40	HSBC	600,000	0.3500	Still Invested		-11.51	AA-	F1+
31-May-18	41	DMO	2,950,000	0.2600	Still Invested		-21.01	AAA	-
31-May-18	42	HSBC	500,000	0.3500	Still Invested		-4.79	AA-	F1+
			8,485,000			-2,780,000	-294.50		
Investments April - June 2018			20,640,000			-11,935,000	-2,905.89		
Total Investments 2018/19 (included Brought Forward from 2017/18)			30,555,000			-20,265,000	-8,218.49		

POLICY AND FINANCE COMMITTEE

Fitch Rating Definitions	
International Long-Term Credit Ratings	
Long-term credit rating can be used as a benchmark measure of probability of default.	
AAA	Highest credit quality. 'AAA' denotes the lowest expectation of credit risk. They are assigned only in case of exceptionally strong capacity for payment of financial commitments. This capacity is highly unlikely to be adversely affected by foreseeable events.
AA	Very high credit quality. 'AA' ratings denote expectation of low credit risk. They indicate very strong capacity for payment of financial commitments. This capacity is not significantly vulnerable to foreseeable events.
A	High credit quality. 'A' ratings denote expectations of low credit risk. The capacity for payment of financial commitments is considered strong. This capacity may, nevertheless, be more vulnerable to changes in circumstances or in economic conditions than in the case for higher ratings.
BBB	Moderate default risk. 'BBB' National Ratings denote a moderate default risk relative to other issuers or obligations in the same country. However, changes in circumstances or economic conditions are more likely to affect the capacity for timely repayment than is the case for financial commitments denoted by a higher rated category
International Short-Term Credit ratings	
Short-term rating has a time horizon of less than 13 months for most obligations and thus places greater emphasis on the liquidity necessary to meet financial commitments	
F1	Highest credit quality. Indicates the strongest capacity for timely payment of financial commitments; may have an added "+" to denote any exceptionally strong credit feature.
F2	Good credit quality. A satisfactory capacity for timely payment of financial commitments, but the margin of safety is not as great as in the case of the higher ratings.
F3	Fair credit quality. The capacity for timely payment of financial commitments is adequate; however, near term adverse changes could result in a reduction to non-investment grade.
B	Indicates an uncertain capacity for timely payment of financial commitments relative to other issuers or obligations in the same country. Such capacity is highly susceptible to near-term adverse changes in financial and economic conditions.

**POLICY AND FINANCE COMMITTEE
FULL RATING LIST OF APPROVED INSTITUTIONS AS AT 8 June 2018**

	S&P Global Ratings			Moody's			Fitch				
	Long Term	Short Term	Outlook	Long Term	Short Term	Outlook	Full Review Date	Long Term	Short Term		Outlook
Building Societies											
Nationwide	A	A-1	<i>Stable</i>	Aa3	P-1	<i>Stable</i>	01/03/18	A	F1	<i>Stable</i>	£1m min,
Yorkshire	-	-	-	A3	P-1	<i>Stable</i>	24/04/18	A-	F1	<i>Stable</i>	
Coventry	-	-	-	A2	P-1	<i>Stable</i>	24/04/18	A	F1	<i>Stable</i>	Sterling Brokers
Skipton	-	-	-	Baa1	P-2	<i>Stable</i>	24/04/18	A-	F1	<i>Stable</i>	
Leeds	-	-	-	A3	P-2	<i>Stable</i>	24/04/18	A-	F1	<i>Stable</i>	3Mth
Principality	-	-	-	Baa2	P-2	<i>Stable</i>	24/04/18	BBB+	F2	<i>Stable</i>	No Contact
Banks											
Santander UK Plc.	A	A-1	<i>Stable</i>	Aa3	P-1	<i>Stable</i>	24/01/18	A	F1	<i>Positive</i>	
Barclays Bank Plc.	A	A-2	<i>Stable</i>	A1	P-1	<i>Stable</i>	28/09/17	A	F1	<i>On Watch</i>	
Bank of Scotland Plc.	A+	A-1	<i>Stable</i>	A1	P-1	<i>Stable</i>	15/05/18	A+	F1	<i>Stable</i>	
Co-operative Bank (The)	-	-	-	Caa2	NP	<i>Positive</i>	04/09/17	BBB	F2	<i>Stable</i>	£1m min
HSBC Bank Plc.	AA-	A-1+	<i>Stable</i>	Aa2	P-1	<i>Stable</i>	28/09/17	AA-	F1+	<i>Stable</i>	
Lloyds Bank Plc.	A	A-1	<i>Stable</i>	A1	P-1	<i>Stable</i>	24/01/18	A+	F1	<i>Stable</i>	£250k
National Westminster Bank Plc.	A-	A-2	<i>Positive</i>	A1	P-1	<i>Stable</i>	15/05/18	A-	F2	<i>Stable</i>	Current a/c required
Royal Bank of Scotland Plc.	A-	A-2	<i>Stable</i>	A1	P-2	<i>Stable</i>	24/01/18	A+	F1	<i>Positive</i>	Current a/c required

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY & FINANCE COMMITTEE

Agenda Item No. 20

meeting date: 19 JUNE 2018
title: REGULATION OF INVESTIGATORY POWERS ACT 2000 ("RIPA")
submitted by: SOLICITOR
principal author: MAIR HILL

1. PURPOSE

1.1 To report to Committee upon the Council's use of its powers under the Regulation of Investigatory Powers Act 2000.

1.2 Relevance to the Council's ambitions and priorities:

- Council Ambitions – To prevent and/or detect crime or disorder, whilst respecting individuals rights under the European Convention on Human Rights ("**ECHR**") and the Human Rights Act 1998 ("**HRA**"), and ensuring compliance with the Regulation of Investigatory Powers Act 2000 ("**RIPA**").
- Community Objectives – None.
- Corporate Priorities – None.
- Other Considerations – None.

2. BACKGROUND

2.1 RIPA came into force on 25 September 2000; its aim is to strike a balance between protecting individuals' rights under Article 8 ECHR and the HRA and the need for investigatory powers to protect the interests of society as a whole. RIPA allows the Council to carry out directed surveillance and/or use covert human intelligence sources ("**CHIS**") lawfully if it is authorised in accordance with the provisions of RIPA, it is necessary for the purpose of preventing or detecting crime or disorder, it is proportionate to the aims, which it seeks to achieve, and any authorisation receives judicial approval.

3. ISSUES

3.1 The Council has a policy which sets out how it will deal with RIPA. This policy was last reviewed and approved by Committee in November 2017. Committee also approved the reporting of the Council's use of RIPA to elected members on a six monthly basis as an information report.

3.2 The Council has over the last several years not used RIPA and this trend has continued with there being no use in the last 6 months.

4. RISK ASSESSMENT

4.1 The approval of this report may have the following implications:

- Resources – None
- Technical, Environmental and Legal – None
- Political – None.
- Reputation – By reporting its usage of RIPA to elected members as recommended demonstrates the Council's commitment to its proper usage of its powers.

5. RECOMMENDED THAT COMMITTEE

5.1 Note the content of this report.

MAIR HILL
SOLICITOR

MARSHAL SCOTT
CHIEF EXECUTIVE

SOLICITOR BACKGROUND PAPERS

For further information please ask for Mair Hill, on extension 3216.

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY & FINANCE COMMITTEE

Agenda Item No. 21

meeting date: 19 June 2018
 title: REPRESENTATIVES ON OUTSIDE BODIES 2018/19
 submitted by: Chief Executive
 principal author: Olwen Heap

1 PURPOSE

1.1 To inform members of the outside bodies that are under the remit of the Policy & Finance committee and their membership.

1.2 Relevance to the Council's ambitions and priorities

- Community Objectives – to be a well managed council providing effective services.
- Corporate Priorities - to protect and enhance the existing environmental quality of our area; to help make people's lives healthier and safer.
- Other Considerations – to work in partnership with other bodies in pursuit of the Council's aims and objectives.

2 BACKGROUND

2.1 At the annual meeting each year the Council makes nominations to various outside bodies.

2.2 Members attend meetings of the outside body and report back to the relevant parent committee.

3 ISSUES

3.1 The following outside bodies come under the remit of the Policy & Finance committee. The membership of these outside bodies was approved at the annual meeting of the council on 8 May 2018.

Armed Forces Champion	Cllr Jim White
Citizen's Advice Bureau	Cllrs Graham Geldard and Mary Robinson
Hyndburn & Ribble Valley Council for Voluntary Services	Cllr Richard Newmark
LGA General Assembly	Cllrs Ken Hind and Allan Knox
Police & Crime Panel	Cllrs Terry Hill & Ken Hind
Ribble Valley Community Safety Partnership	Cllr Robert Thompson

Ribble Valley Community Transport	Cllr Ian Sayers
Whalley Educational Foundation Trust	Joyce Holgate

3.2 Representatives are encouraged to provide reports back giving committee an update on the work of the body and drawing attention to any current issues.

4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications

- Resources – the costs associated with members attending meetings of outside bodies is included in the budget for 2018/19.
- Technical, Environmental and Legal – no significant risks identified
- Political) the Council's representation on a number of these bodies is important
- Reputation) to both it's political and reputational relationship with wider partnerships
- Equality & Diversity - no significant risks identified

5 CONCLUSION

5.1 Members note the outside bodies under the remit of this committee and their membership.

Marshal Scott
CHIEF EXECUTIVE

Olwen Heap
ADMINISTRATION OFFICER

BACKGROUND PAPERS

Report on Representatives on Outside Bodies – Annual Council 8.5.18

REF: CE/OMH/P&F/19.6.18

For further information please ask for Olwen Heap, extension 4408

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO POLICY AND FINANCE COMMITTEE

Agenda Item No.

Meeting date: TUESDAY, 19 JUNE 2018
Title: PARTNERSHIP WORKING UPDATE
Submitted by: MARSHAL SCOTT - CHIEF EXECUTIVE
Principal author: DILYS DAY - PARTNERSHIP OFFICER

1 PURPOSE

1.1 This report provides committee with an update on progress against the Community Strategy for Ribble Valley (2014-2019) which was adopted in October 2014 and the work of the partnership team.

1.2 Relevance to the Council's ambitions and priorities:

- Community Objectives – The Community Strategy and its associated action plans form the basis of the sense of place and common vision of the communities in the Ribble Valley
- Community Safety – The Community Safety Partnership exists to ensure that safety priorities are supported continuing to make the borough a safe place in which to live.

2. INFORMATION

2.1 Attached to this report as Appendix A is a summary report on the actions carried out over the past two years by the Partnership Officers. Within Appendix A is a summary of the actions currently being deployed in association with the town centre youth issues, and a summary of the Community Strategy actions to date set out in Appendix 1 and 2 respectively.

3 CONCLUSION

3.1 That Committee note the contents of this report.

DILYS DAY
PARTNERSHIP OFFICER

MARSHAL SCOTT
CHIEF EXECUTIVE

For further information please ask for Dilys Day, extension 4549.



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

Partnership working update to 2018

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Partnership Working 2017/18

The report which follows outlines the work carried out by the Partnership team, which is a role which sits within the Regeneration & Housing team.

A significant element of the Partnership work is geared towards the delivery of the Community Strategy which covers the five year period to 2019. Of the eight core areas identified, six are delivered wholly or in part by this role which also incorporates the planning & coordinating the Ribble Valley Community Safety Partnership.

Since the adoption of this strategy, many if not all of the objectives have been, or are in the process of being delivered. A summary of the actions identified, with progress to 2016 is attached in Appendix 2.

The following report follows the thematic headings used within the strategy, and provides an update to 2018.

1. Facilities

- RVBC helped to start and develop the Village Halls Association (RVVHA) which now exists to support the delivery of projects in our rural areas, and to offer training and capacity building to help those communities to realise their aspirations.
- RVBC now supports the RVVHA, and has helped to devise a training programme in association with Lancashire Adult Learning to offer Health & Safety, Marketing, Basic Food Hygiene and First aid courses that would otherwise be difficult and costly to access. Further sessions are planned.
- Rural Forums have continued, and in 2017 a half day forum was held to address the issues around the sustainability of community venues. This was well attended, and showed the huge value of information and best practice sharing.
- Working with North West Ambulance Service, we helped to get Defibrillators into out villages. Much of the work was completed by them, but we were able to create the vital links to progress the initiative. It is now estimated that all villages have access to these vital pieces of equipment
- We worked to establish & secure a dedicated HARV domestic violence service here at the Council Office. This was a service that previously had to be accessed in Accrington – often difficult for many of our residents. This service is now even more valuable since the move to Victim Support services which now serves our area from Lancaster. We supported a joint bid to DCLG to secure the grant funding for this work.

2. Education and Economy

- We have supported community development projects including the work at The Whalley Old Grammar School when the LCC Adult Learning withdrew their support. This is now a thriving community business. In addition, we have supported the QE2 playing fields project in Whalley, the Read Cricket Club Project, and Work at the URC in Read.
- Support has been offered to community groups to assist with the sourcing and securing of funds to keep their groups afloat and to improve facilities. It's estimated that we have played a part in helping organisations to access or secure over £150k
- The partnership team work with the Clitheroe Chamber of Trade to offer support through community safety initiatives, and involvement with the RVDAA. We listened to their concerns, and towards the end of 2017 worked with the police to deploy a 'drugs dog' operation to support the night time economy. We are now working on the reinstatement of the Shop Watch radio system.
- Ribble Valley Business Awards. We also support this very popular annual event. Now in its 4th year, the Awards attract around 100 applications which are presented at a sell-out awards evening. This is a great flag flying event for local business and is now firmly established on the annual business calendar.

- We have also made positive links with schools, and work with them on road safety initiatives (through the Speed Watch project) and the Safe Drive Stay alive project. We have also supported a piece of work around fundraising at Ribblesdale School which has the potential to become a part of their enrichment programme. Additionally we work with the pastoral teams to develop projects to address problems around antisocial behaviour, and early intervention initiatives to support vulnerable young people.

3. Community Safety

The core objectives identified for Community safety focus on:

- Maintain low levels of crime
- Improve education & awareness around road safety
- Reduce alcohol abuse around young people

It is probably fair to say that all of these actions have been successful, and work continues to support these objectives to maintain the levels achieved.

Due to changes in the methods used to record crime, it may appear that crime levels have increased. Ribble Valley however, continues to enjoy the lowest levels in the County. The relationships across the CSP are very strong, and there are some very positive initiatives in place to tackle the key strategic objectives identified. We work closely with the police analysts, and are heavily involved in the 3-yearly strategic reassessment of our community safety priorities. The next review is currently underway, and the outcomes will form the focus for work in the coming years.

Road Safety

Working with the **Road Safety** team now based at Lancashire Fire and rescue, we have engaged all CRGS sixth form pupils in the high impact 'Safe Drive , Stay Alive' campaign. This is a hard hitting session which takes students out of school and to King George's Hall in Blackburn to hear first-hand from the victims of road traffic accidents.

We also support the links with schools to implement the Speed Watch sessions which involve the pupils in the monitoring of speeding vehicles on the roads around schools. This is effective as it magnifies the impact of speeding for the drivers as the visibility of the children is hard hitting. Equally, the children see first-hand the potential danger of speeding vehicles.

Alcohol abuse by young people

This has been an issue for many years, and the CSP has worked in partnership with the police, trading standards children's social care to deliver 'CAN safe' operations to minimise harm and educate for a number of years. This picks up the most vulnerable young people to protect them for the harm of alcohol and the associated issues that may ensue.

This has now been taken a step further. In 2017, we established a Community Alcohol Partnership or 'CAP'. There was a high profile launch at The Grand with around 80 attendees. This partnership includes licensees, schools, LCC Children and families' Wellbeing service, Addaction and the statutory bodies to address the supply of alcohol to underage young people. This has then developed further into the establishment of a Youth Activities group to address the issues around not only Alcohol, but substance misuse and associated ASB as well. See Appendix 1 for a summary of the latest actions being taken across the borough.

Beat Herder

Additionally, we work in partnership with the police, children's social care and trading standards to support the safeguarding work at the annual Beat Herder festival. This aims to educate and minimise the harm of drugs and alcohol at the festival.



Community Safety Partnership

The CSP is a proactive body comprising a number of statutory and voluntary organisations who come together to address our safety priorities and is driven by us.

We coordinate and drive projects in furtherance of the objectives identified by a three-yearly strategic review undertaken by the police analysts, Council officers and partners. We are allocated a pot of money by the Office of the Police and Crime Commissioner (OPCC) to support that work, but each project has to be worked up and submitted on a grant application form to secure the funding. We have also been successful in securing additional funding to allow us to do more across our borough.

The recent work around the youth issues in Longridge show this partnership working at its best, with a range of targeted interventions which are making a real difference. (Appendix 1)

Other projects undertaken in recent years by the CSP include:

CSP projects

2017

Drugs dogs	Targeting licensed premises in Clitheroe & Whalley to deter drug usage. This has been repeated in 2018 with further operations planned
CAN safe	Discouraging alcohol usage amongst vulnerable young people.
Mounted Volunteers	Policing the rural locations with the help of specially trained mounted volunteers. This has been nominated for awards.

2016

Village CCTV	CSP has worked with Chipping & Sabden to install CCTV systems on village car parks.
Beat Safe	Organised safeguarding operation at the Beat Herder Festival. This will be repeated in 2018
CAN safe	Discouraging alcohol usage amongst vulnerable young people.
Polycarbonate glasses	This is aimed at keeping people safe whilst out drinking by minimising the risks around broken glass.
Jingle bells	This initiative was aimed at festive shoppers to deter pick pocketing at this busy time of year.
Safe and secure	This initiative was to encourage people to secure their outbuildings to deter opportunistic burglary.
Longridge CCTV	Upgrades to the Longridge system and transfer to Clitheroe for monitoring.
DV worker	This was a push to secure a place based domestic violence worker to be based in our offices. This has made a huge difference for many victims who otherwise would have needed to travel to Accrington. This has been further funded by DCLG, and we still have a worker based here in Clitheroe.

ASBRAC & Transforming lives

As part of the Community Safety role, we chair the monthly Anti-social behaviour risk assessment conference (ASBRAC) and Transforming lives (TL) panel. These are held across the county, and take a multi-agency approach to helping the victims of anti-social

behaviour, and to help people with chaotic lives who may otherwise become vulnerable or end up in the criminal system. Although RV panels are small compared with other districts, the results are excellent as people receive support package that encompasses their real needs rather than taking a 'one size fits all' approach. In the last year, we have worked with over 20 referrals, with at least two young people being stopped from running into the justice system.

4. Health & Older people.

Our priorities in this area are to:

- Align work with Ribblesdale locality of the CCG (& those other CCGs which fall into RV – BwD and Central Lancs).
 - We have a very strong relationship with the Ribblesdale Locality which serves around 70% of our residents. We are members of the Ribblesdale Community Partnership which is a pilot health project which is taking a joined up approach to addressing health issues with positive results. Working with the CCGs serving the Longridge and Wilpshire/Mellor areas is proving more difficult.
- Plan for the support needs of an ageing population.
 - This agenda is supported by continuing to maintain the work of the RV Seniors Forum (RVSF), and creating a lunch clubs network to develop new clubs. This has been increasingly important as resources from Age (UK) and RVS have been reduced and different ways of supporting our older residents has been vital.
 - We have supported the establishment of Lunch Clubs in Wilpshire, Ribchester, Grindleton, Low Moor & West Bradford with an approximate combined attendance of around 200 people. We also continue to support the other lunch clubs running in the area, and we now have around 25 in existence.
 - Working with the RVSF we helped them to secure funding through the Ribblesdale CCG to establish 5 Tai Chi groups. This is held up as being an excellent discipline for relaxation, balance and mobility. From a standing start, the weekly sessions have become sustainable and now attract around 120 people. Their popularity led to our Up and Active team setting up a similar session in Longridge with a regular attendance of around 30.

Ribble Valley Dementia Action Alliance

- There has also been continued support for the RV DAA. We have supported the drive to create a dementia friendly borough for a number of years. This work was started by the council under the guidance of David Ingham, resulting in the establishment of the Ribble Valley Dementia Alliance. The RVDA was an informal body made up of interested parties keen to develop the dementia agenda locally. As David moved away from the group in 2016, it became more closely associated with Dementia Action Alliance, and it changed its name, formalised its governance and elected new officers to work towards the goal of Dementia Friendly Ribble Valley.

RVBC supports the work of the RVDAA through secretariat support and membership of the steering committee to help the group to develop and realise its goal of making the borough dementia friendly.

The Council has supported the RVDAA by:

- Planning, organising & hosting member meetings
- Promoting the work of the RVDAA
- Developing & printing the Dementia guide
- Starting the monthly dementia drop in at Trinity Church Clitheroe
- Developing the dementia café and therapies at The Sanctuary Longridge
- Starting and maintaining the Face Book group
- Organising dementia awareness sessions in the community via Pat Pope from All about Dementia and more recently via Lancashire Adult learning
- Creating nostalgic materials to support dementia cafes and work at the library
- Identifying funding opportunities - success via Tesco, funeral directors etc.
- Create an area on RVBC website to support dementia.

- **Address issues around rural isolation & loneliness.** Whilst this is encompassed within some of the work already outlined, we have also worked with the RV Village Halls Association to develop the Good Neighbours project which is aimed at relieving some of the issues around loneliness and isolation. In progressing work the team is mindful of the fact that this isn't just about older people, and that young people are also affected, and we are keen to develop youth activities to address some of these issues.

We're also engaging with the Field Nurse service which is run by RV Crossroads. This is aimed at the most rurally isolated people in our community, and whilst its primary aim is to pick up otherwise undiagnosed health problems amongst the farming community, it also acts as a safety net to identify some of our more vulnerable residents by arming the nurses with

knowledge and information to highlight any issues that may then be addressed.

5. Local Democracy.

- The team have supported groups with neighbourhood planning, and held a well-attended rural Forum focused on 'Localism'. This introduced one project to the community right to build, and they were subsequently successful in securing £30k to develop their plans

6. Environment.

- Within this area working alongside the energy officer, to promote the Council's energy efficiency offer. This has included setting up awareness roadshows and cookery demonstrations and support for energy switching.
- Increase opportunities to use public transport has been pursued. Working with the RVSF to develop 'Bus Buddy' to encourage our older residents to get out and about on local transport. This project was spotted by Cumbria CC, and also adopted by them. Unfortunately, the cuts to the bus services have made it an unviable project, and sadly it had to be stopped.
- The team has also worked with the people of Sabden to help them to get their lifeline bus service reinstated.
- Helping with sustainability. A Rural Forum focused on sustainable community enterprises was arranged. Another well attended event looked at ways for community organisations to become sustainable community businesses.

Appendices:

Appendix 1 Table of Antisocial behaviour diversionary activities 2017/18

Appendix 2 Community strategy summary table with actions to 2016



Antisocial behaviour activities 2018/19

Appendix 1

Location	Activity	objectives	providers	Duration - weeks	Funding from CSP
Longridge	Youth Club & disco	<ul style="list-style-type: none"> • Social inclusion • Diversionary activity • To engage young people and reduce ASB & damage • Reduce substance misuse • See a reduction in crime figures 	Longridge Community Arts in association with LCC Children & Families wellbeing Service (CFW)		£4500
	<p>Alternative education provision – ‘U-Can’</p> <p>The U-Can programme is an alternative provision for young people aged 12-15 years.</p> <p>This activity is also fully supported by Preston City Council</p>	<ul style="list-style-type: none"> • The programme is designed to explore in-depth the experience of young people who engage in and are affected by anti-social behaviour to understand more about their motivations, experiences and what they think would help to prevent them from getting involved in anti-social and criminal behaviour. • Reduce the likelihood of becoming engaged in antisocial activity in future years • Offer better life chances to vulnerable young people 	Longridge High School & St Cecelia’s high school Empower	14	£4200 (split between RV & Preston)
	Premier Kicks football in the community	<ul style="list-style-type: none"> • Social inclusion • Diversionary activity • Encourage troubled youngsters to build rapport with trusted youth trainers to 	Preston North End FC in association with Longridge sports centre	On going	£300



Antisocial behaviour activities 2018/19

Appendix 1

		<p>address social issues</p> <ul style="list-style-type: none"> • To engage young people and reduce ASB & damage • Reduce substance misuse • See a reduction in crime figures 			
Clitheroe	<p>Castle Youth project. Based at the drop in shelter at the castle, this project aims to offer alternative diversionary activity to the traditional sports activities by offering some arts based activities. This will bring activity to the castle grounds for an additional 2 evenings a week.</p>	<ul style="list-style-type: none"> • Social inclusion • Diversionary activity • To engage young people and reduce ASB & damage • Reduce substance misuse • See a reduction in crime figures 	LCC Children & Families wellbeing Service (CFW) detached working.	14 weeks	£3250
	<p>Premier Kicks football in the community</p>	<ul style="list-style-type: none"> • Social inclusion • Diversionary activity • Encourage troubled youngsters to build rapport with trusted youth trainers to address social issues • To engage young people and reduce ASB & damage • Reduce substance misuse • See a reduction in crime figures 	Burnley FC in the community	On going	

MINUTES OF COMMUNICATIONS WORKING GROUP 29 AUGUST 2017 – 4.00pm

PRESENT:

Cllr Ken Hind	Michelle Smith
Cllr Sue Hind	Lawson Oddie
Cllr Graham Geldard	Mark Beveridge
Cllr Ged Mirfin	Colin Hirst
	Tom Pridmore

APOLOGIES

Received from Cllr Allan Knox and Theresa Sanderson

PURPOSE OF THE WORKING GROUP

- To examine and make recommendations to Policy & Finance Committee on the current policies relating to promotion and public relations of the Council including written press, radio, television, the website, and social & digital media.

SOCIAL MEDIA AND WEBSITE

Lawson had prepared a report on the types of social media used by the Council and the accounts run by various service areas. The report outlined the automatic postings and regular postings of the accounts and retweets carried out from other profiles. It was highlighted that the Council must be cautious about who they 'follow' as this could be seen as endorsement. 'Hits' can sometimes be a better indication of interest than 'followers'.

It was acknowledged that there could be increased use of YouTube and Instagram.

A further report had been prepared regarding the corporate website. The landing page of the website includes 8 icons which change according to demand and searches plus 'Latest News' and promotions. There was potential for increased use of on-line forms and mobile phone access has increased dramatically.

There was a view from Members that although the main website is a good deliverer of information it is not interesting to look at and could do with something visual to make it 'demand to be read'. Something that tells people what RV is about. There should also be links on the front page to Twitter, Facebook and the other RV accounts – eg Tourism. The visitribblevalley website is very successful. Lawson explained that the current layout was driven by making the user experience as smooth as possible, and was reflected in the SOCITM rating (Society of IT Managers).

Members felt that the 3 main streams of the website should be

- To attract businesses
- Hospitality / tourism
- Delivery of information to residents

IMPROVEMENTS

The improvements outlined in Lawson's report regarding social media should be implemented as soon as possible. The website should also show RV as a brand and include images of Pendle Hill and the Trough of Bowland as well as prominent links to Twitter, Facebook, YouTube, and the other RV accounts including Tourism and Wedding Heaven.

CONFERENCE ON FOOD AT HOLMES MILL

The Leader has been asked to open this event on 6 September 2017. A promotional stall has been offered to RVBC for tourism and economic development. This is an event that should be promoted and celebrated on the RV website.

TRAILS – TOURIST / HERITAGE / FOOD

Tom Pridmore is working on a trail for tourism / heritage that will hopefully be included in the report on tourism to the Economic Development committee in September.

A relaunch of the Food trail needs further consideration before anything is done.

ECONOMIC DEVELOPMENT

The promotion of RV to encourage new businesses is imperative. At the moment we very much rely on others doing the promotion.

ACTION:

- Lawson – improvements as outlined in his social media report.
- Tom – to work on a Tourism/Heritage Trail
- Colin – look at how to promote RV to businesses

DATE OF NEXT MEETING

The next meeting was arranged for 4.00pm on Tuesday 26 September 2017 in the meeting room, Level D of the Council Offices.

The meeting closed at 5.10pm

MINUTES OF COMMUNICATIONS WORKING GROUP 26 SEPTEMBER 2017 – 5.00pm

PRESENT:

Cllr Ken Hind	Michelle Smith
Cllr Sue Hind	Lawson Oddie
Cllr Ged Mirfin	Theresa Sanderson
	Colin Hirst
	Tom Pridmore
	Stuart Haworth

APOLOGIES

Received from Cllr Graham Geldard and Mark Beveridge

PURPOSE OF THE WORKING GROUP

- To examine and make recommendations to Policy & Finance Committee on the current policies relating to promotion and public relations of the Council including written press, radio, television, the website, and social & digital media.

UPDATE ON ACTIONS TAKEN ON SOCIAL MEDIA AND WEBSITE

Following a meeting between the Leader, Chief Executive, Lawson and Stuart Haworth it was agreed that as the corporate website is essentially information based a separate promotional website should be created with links to our other websites.

Lawson and the IT team had also made progress on the following actions

- Educating staff on social media – staff meetings and Heads of Service meeting plus individual meeting with Heads of Service
- Promotion of facts and figures – quirky anecdotal facts + facts about services
- Promote services linked in to National Days – social media calendar with details of national awareness days/weeks
- Raise profile of council meetings and public participation
- A day with RVBC – covered by #OurDay – 21 November
- Monthly features – promoting the activities of services areas as a regular rotating feature
- Follow a job role for a day
- National #OurDay – identifying an A – Z of possible services to include. Interest from #OurDay will inform promotion of services in future social media activity
- Use social media to educate and inform residents – regular meetings IT/Theresa/Contact centre to identify themes of services that the public are making contact about. Help direct the public to the right agency/correct service. Work with partners in respect of retweeting.
- 'following' – further review of organisations that we follow
- Promote photo competition
- Provide links to corporate social media on all literature etc
- Spread good news about staff events/achievements – consent required for this
- Encourage staff to suggest tweets/posts
- Run campaigns
- Get more imagery from events and services to use on social media

Lawson reported that Followers on both twitter and facebook had increased since the last meeting.

Check Standing Orders about councillors tweeting in meetings.

Councillors should be encouraged to look at what has been tweeted by the Council and re-tweet so that the message is widened as far as possible. Councillors may need some training on using social media – **Michelle Smith / Stuart Haworth to investigate courses** . It was however, pointed out that promotion and political issues should be kept completely separate.

UPDATE ON TOM'S REPORT TO ECONOMIC DEVELOPMENT COMMITTEE

Tom's draft Tourism Destination Management Plan had been approved by committee to go out to consultation.

Committee had also resolved to ask Tom to do a Heritage Trail. Tom had prepared a basic paper that outlined the tasks to be completed in order to do this including an audit of 'heritage gems'; identifying which have potential for tourism growth; hosting meetings of key potential partners; and launch. This would be progressed early in the new year.

Ken reported that both Stonyhurst College and Browsholme Hall would both be interested.

The idea of something more than just a 'paper' trail was also discussed – walking; car; coach and app. For example there may be potential to develop an 'app'.

RIBBLE VALLEY PR CAMPAIGN

Theresa reported that the PR campaign would be largely based on the organisational aims contained in the Corporate Strategy that had recently been approved by Policy & Finance committee.

The campaign would need a slogan to represent RVBC's new vision. She asked for ideas and it was suggested this should be opened up to councillors and staff to make suggestions.

There was a lot of customer satisfaction in RV so it is about building on the good work that is already happening and maintaining that satisfaction in the face of funding cuts. The Borough's profile in relation to economic development needs to be raised in order to create a sustainable borough.

Main action points include

- Target audiences
- Tactics and channels to be used
- Timescales
- Evaluation

It was felt that work on this should start straight away with the aim of a big launch in January 2018. There are newsworthy activities to use that are already on-going.

The Leader suggested a timescale for different bits

- Promotional website – February 2018
- Heritage trail – Spring 2018
- Events calendar

Theresa is currently working on a short promotional film that should be available to show (perhaps unfinished) by the next meeting.

PROMOTIONAL WEBSITE

Stuart circulated copies of examples of other authority websites along with one that he had put together as an idea for RV. He also gave a demo of this on-line for the group to see. Stuart had based it on Live/Work/Play theme following the meeting with the Leader, Chief

Executive and Lawson with rotating banners. It needs to be the 'shop window' that is user friendly and looks good with links to 'real' information on the corporate website. We need to decide what this website is trying to achieve and needs a strapline/vision/branding. Cllr Mirfin remarked that 'Brand RV' is missing. It needs to say that RV is in Lancashire as there is nothing that obviously tells people where RV is in the country.

It was agreed that Theresa/Alice would work on a branding exercise/logo and what we are looking to achieve but the material and what we wanted the site to achieve would drive the process. Michelle warned that this may have cost implications that would need committee approval.

ACTION:

- Lawson – continue with improvements as outlined update report.
- Stuart/Michelle – investigate training for councillors on social media
- Tom – to work on a Tourism/Heritage Trail
- Colin – look at how to promote RV to businesses
- Theresa – involve councillors and staff in 'new slogan' for PR campaign and work on a scoping exercise

DATE OF NEXT MEETING

The next meeting was arranged for 4.00pm on Thursday 26 October 2017 in the meeting room, Level D of the Council Offices.

The meeting closed at 6.25pm

MINUTES OF COMMUNICATIONS WORKING GROUP 6 NOVEMBER 2017 – 3.30pm

PRESENT:

Cllr Ken Hind	Michelle Smith
Cllr Sue Hind	Lawson Oddie
Cllr Ged Mirfin	Theresa Sanderson
	Colin Hirst

APOLOGIES - None received.

PURPOSE OF THE WORKING GROUP

- To examine and make recommendations to Policy & Finance Committee on the current policies relating to promotion and public relations of the Council including written press, radio, television, the website, and social & digital media.

MINUTES OF MEETING HELD ON 26 SEPTEMBER 2017

These were approved as a correct record.

Cllr Sue Hind remarked upon the need to add Lancashire to the promotional website as she had spoken to two people recently who did not know the location of Ribble Valley.

UPDATE ON CORPORATE WEBSITE

The Head of Finance submitted the most recent statistics for the corporate website. These showed top 10 pages visited; top 10 search terms; devices used; use of on-line forms; and website visits.

He highlighted the changes that had been made to the website to incorporate social media icons.

PROMOTIONAL WEBSITE

Progress on this was continuing. The Head of Financial Services showed a picture of the Homepage with 3 main headings – Live, Work and Play. Content under these headings would now be added with links taking people to more information. In order to progress the site further consideration would need to be given to branding, colour, name, logo and web address.

The Communications Officer felt that it was important to consider what the website was being set up to achieve and who it was aimed at, as this would dictate how it should be focused otherwise it would just be a repeat of the corporate website.

Members considered this and it was agreed that the following applied

- LIVE – aspirant families looking to seek quality of life in Ribble Valley
- WORK – potential employers and investors / business leaders looking to relocate businesses to Ribble Valley
- PLAY – existing residents / tourists looking to enjoy rich cultural heritage, food, drink and the countryside

The 3 headings are there to grab the attention and would be used as a signpost to links elsewhere with more information.

The group asked that progress be continued in this format.

CORPORATE SOCIAL MEDIA ACCOUNTS

The Head of Financial Services gave some statistics on the followers for both Twitter and Facebook. Cllr Mirfin remarked upon the high female usage as being unusual.

There was still massive potential for use of You Tube and progress was being made in setting up an Instagram account and LinkedIn.

Information was circulated regarding the preparations for #OurDay tweets due to take place on 21 November 2017. These would follow an alphabet of services or things associated with 24 hours in the life of RVBC.

TRAINING

The Head of Human Resources had done some investigations into appropriate training for both councillors and staff on the use of social media. These would be practical sessions as well as informative, designed to explain what social media is, the good and bad about it, and how to use it to the Council's advantage. A twilight session would be arranged that would be funded out of the corporate training budget.

SLOGAN COMPETITION

The Head of Human Resources circulated a list of suggested slogans that had been entered for the competition. The working group discussed the submissions and decided that the following was the winner -
'Amazing spaces, people and places'

The Communications Officer said that she would arrange for a version of the RVBC logo to be amended to include this line for use on the promotional website.

AOB

The Tourism Officer would continue to work on the Heritage Trail. It was also suggested that the Wedding Heaven brochure needs to be more inclusive regarding diversity.

The Head of Regeneration and Housing would continue to work on promoting economic development.

ACTION:

- Head of Finance – continue with improvements to both corporate and promotional websites and use of social media.
- Head of HR - to arrange training for councillors/staff on social media
- Tourism Officer – to work on a Tourism/Heritage Trail
- Head of Regen & Housing – look at how to promote RV to businesses
- Communications Officer – update RVBC logo to include the winning slogan for use on the promotional website

DATE OF NEXT MEETING

The next meeting was arranged for **4.00pm on Thursday 7 December 2017** in the meeting room, Level D of the Council Offices.

The meeting closed at 4.40pm

NOTES OF A DISCUSSION HELD ON MONDAY, 18 DECEMBER 2017 AT 4.10PM

PRESENT:

Councillor K Hind

Michelle Smith
Lawson Oddie
Mark Beveridge
Theresa Sanderson

It was agreed to defer the next meeting of the Communications Working group until early February 2018.

There was informal discussion on steps that could be taken in the intervening period, with regard to the promotional website, and issues to be considered.

- Responsibility would need to be taken for preparation of the different aspects of the site.
 - a) Play – issues of tourism and leisure would be considered by the Head of Cultural and Leisure Services.
 - b) Live – the Head of Financial Services could pull information together.
 - c) Work – this would require input from the Head of Regeneration and Housing. There was discussion on the various available or proposed employment sites, the types of business to be encouraged (new start or relocating) incentives such as grants or rate relief and the types of retailers and food/refreshment outlets that could be incorporated in the new market.
- Domain name – consideration would need to be given to the name of the site.
- Styling – one writing style was desirable as on the Council website, with the communications officer taking a lead on accessible and readable house style.
- The next agenda for the group should include an item on how the site would be scoped and 'road tested', and how access and the number of hits could be boosted. The Communications Officer to investigate this prior to the meeting.

The meeting finished at 4.40pm.

MINUTES OF COMMUNICATIONS WORKING GROUP 19 FEBRUARY 2018 – 2.00pm

PRESENT:

Cllr Ken Hind	Michelle Smith
Cllr Sue Hind	Lawson Oddie
Cllr Ged Mirfin	Mark Beveridge
Cllr Graham Geldard	Colin Hirst

APOLOGIES

Received from Cllr Allan Knox and Theresa Sanderson

PURPOSE OF THE WORKING GROUP

- To examine and make recommendations to Policy & Finance Committee on the current policies relating to promotion and public relations of the Council including written press, radio, television, the website, and social & digital media.

UPDATE ON PROMOTIONAL WEBSITE

Lawson reported that good progress was being made with all pages now populated. Theresa would now review them for terminology consistency and style. She would also help to source images and videos.

- Lawson – Live
- Mark – Play
- Colin – Work

Lawson circulated a hard copy of the front page with the content behind. This would also include links. We may need to consider such items as imagery or iconography.

It was agreed that external advertising should not be included as the Council cannot be seen to be endorsing a particular product etc.

Video links suggested to be used / linked to, to show off different parts of the Ribble Valley included

- LEP
- Marketing Lancashire
- Food Festival
- Jazz Festival
- Tour of Britain bike race
- Create Longridge
- Country File – Gisburn Forest

We are looking for a target launch date of 1 May 2018.

FEEDBACK ON #OURDAY

Lawson circulated feedback statistics on the tweets that had been made on this day on 21 November 2017. It had been a very successful day and one that the Council will support again in 2018.

SOCIAL MEDIA TRAINING FOR COUNCILLORS

Michelle had arranged Social Media training for all Chairs of committees for Tuesday 27 February 2018 at 4pm. Herself, Lawson and Theresa will also attend.

Cllr K Hind asked about creating councillor Facebook accounts keeping personal and councillor Facebook accounts separate. He asked if it could be picked up in the training. Michelle would raise this issue with the trainer.

SLOGAN COMPETITION / NEW LOGO FOR PROMOTIONAL WEBSITE

The slogan winner was Lawson Oddie with 'Amazing spaces, people and places'. This would be added under the Council logo on the promotional website.

DATE OF NEXT MEETING

The next meeting was arranged for **2.00pm on Tuesday 20 March 2018** in the meeting room, Level D of the Council Offices.

Lawson would have the promotional website ready to show the members at this meeting.

The meeting closed at 2.40pm

MINUTES OF COMMUNICATIONS WORKING GROUP 20 MARCH 2018 – 4.30pm

PRESENT:

Cllr Ken Hind	Michelle Smith
Cllr Ged Mirfin	Lawson Oddie
	Mark Beveridge
	Stuart Haworth
	Theresa Sanderson

APOLOGIES

Received from Cllr Sue Hind

PURPOSE OF THE WORKING GROUP

- To examine and make recommendations to Policy & Finance Committee on the current policies relating to promotion and public relations of the Council including written press, radio, television, the website, and social & digital media.

NOTES OF MEETING HELD ON 19 FEBRUARY 2018 – approved

UPDATE ON PROMOTIONAL WEBSITE

Stuart gave a demonstration of the promotional website. Most of the content was now on with work continuing on key facts. Theresa would review the style, wording and investigate providing images. Stuart followed several links to show the councillors how it worked and examples of the content already on.

Links to external websites in the text would be updated by the sites themselves.

Councillors considered a number of options for the domain name of the site.

It was felt that waiting until after approval from P & F in June to launch the site may be too long, but it was recognised that P & F would have to give approval before 'go-live'.

RIBBLE VALLEY NEWS

Theresa gave an overview of the Council newspaper that she produces twice a year. This is an 8 page tabloid that is delivered to 25,000 homes and also made audio by RV Talking Newspaper (300 blind and partially sighted)

It is produced in consultation with Heads of Service and according to newspaper convention. The reason we have a Council newspaper is because we are a large borough with poor access to services and no communication hubs. It is a means of getting information to householders – particularly with our demographic – older residents value it.

She outlined the pros and cons of both printed and social media methods and highlighted that it should be both not either/or.

Outcomes are also measurable – eg renovation grants, warm homes, mortgage rescue scheme.

Distribution of the Spring edition was imminent.

MARKET RE-DEVELOPMENT

Cllr Hind wanted to bring attention to the need to get the publicity right on the Market Re-Development once we got to the stage of agreeing a scheme and making the public aware of it. The scheme was being considered by the Market Working group on 27 March 2018 and subject to their approval would be presented to all councillors at a meeting on Monday 16 April 2018.

It was acknowledged that the scheme would need the approval of Policy & Finance committee which would also include the Heads of Terms, contractual arrangements and financial viability before there was any commitment to going ahead with the development.

Thought needs to be given to the timing of promotion of the scheme including key messages perhaps with a specific press conference set up with information packs and images. Images should be watermarked with 'copywrited' and councillors embargoed.

DATE OF NEXT MEETING

To be arranged when required.

The meeting closed at 5.32pm