

MEETING: CABINET MEMBER - CORPORATE SERVICES
DATE: Wednesday 14 October 2009
TIME: 10.00 am
VENUE: Bootle Town Hall, Bootle (video conferenced Town Hall,
Southport)

DECISION MAKER: Councillor Parry
SUBSTITUTE: Councillor Griffiths

SPOKESPERSONS: Councillor McGuire Councillor Tweed

SUBSTITUTES: Councillor Hands Councillor McGinnity

COMMITTEE OFFICER: Lyndzay Roberts
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The Cabinet is responsible for making what are known as Key Decisions, which will be notified on the Forward Plan. Items marked with an * on the agenda involve Key Decisions

A key decision, as defined in the Council's Constitution, is: -

- any Executive decision that is not in the Annual Revenue Budget and Capital Programme approved by the Council and which requires a gross budget expenditure, saving or virement of more than £100,000 or more than 2% of a Departmental budget, whichever is the greater
- any Executive decision where the outcome will have a significant impact on a significant number of people living or working in two or more Wards

If you have any special needs that may require arrangements to facilitate your attendance at this meeting, please contact the Committee Officer named above, who will endeavour to assist.

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A G E N D A

Items marked with an * involve key decisions

<u>Item No.</u>	<u>Subject/Author(s)</u>	<u>Wards Affected</u>	
1.	Apologies for Absence		
2.	Declarations of Interest Members and Officers are requested to give notice of any personal or prejudicial interest and the nature of that interest, relating to any item on the agenda in accordance with the relevant Code of Conduct.		
3.	Minutes Minutes of the meeting held on 16 September, 2009		(Pages 5 - 8)
4.	Local Land Charges Report of the Legal Director	All Wards	(Pages 9 - 16)
* 5.	Notice of Motion - Purchase of Burial Plots Joint report of the Leisure Director and the Finance and Information Services Director	All Wards	(Pages 17 - 36)
6.	Apprenticeships within the Council - "Passport to Move On" Report of the Personnel Director	All Wards	(Pages 37 - 58)
7.	Policy on the Introduction and Use of C Tracking Devices in Council Vehicles Report of the Personnel Director	All Wards	(Pages 59 - 66)
8.	Car Mileage Allowances Report of the Personnel Director	All Wards	(Pages 67 - 82)
9.	Grant Applications for Financial Assistance (Grants to Voluntary Organisations) Report of the Planning and Economic Regeneration Director	All Wards	(Pages 83 - 92)

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|---|-----------|-------------------|
| 10. Corporate Customer Contact - Use of 0845 Pre-fix to Contact Centre Telephone Number
Report of the Finance and Information Services Director | All Wards | (Pages 93 - 102) |
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| 11. Exclusion of Press and Public
To consider passing the following resolution:

That, under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following item(s) of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act. The Public Interest Test has been applied and favours exclusion of the information from the Press and Public. | | |
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| 12. Insurance Renewal

Report of the Finance and Information Services Director
(Paragraph 3) | All Wards | (Pages 103 - 106) |

THE "CALL IN" PERIOD FOR THIS SET OF MINUTES ENDS AT 12 NOON ON WEDNESDAY 30 SEPTEMBER 2009.

CABINET MEMBER - CORPORATE SERVICES

MEETING HELD AT THE TOWN HALL, BOOTLE ON WEDNESDAY 16 SEPTEMBER 2009

PRESENT: Councillor Parry

ALSO PRESENT: Councillors McGuire and Tweed

35. APOLOGIES FOR ABSENCE

No apologies for absence were received.

36. DECLARATIONS OF INTEREST

No declarations of interest were received.

37. MINUTES

RESOLVED:

That the Minutes of the meeting held on 22 July 2009 be confirmed as a correct record.

38. NOTICE OF MOTION FROM COUNCIL - PURCHASE OF GRAVE PLOTS

Further to a Notice of Motion proposed by Councillor T. Jones at the meeting of the Council held on 7 May 2009, the Cabinet Member considered the joint report of the Finance and Information Services Director and the Leisure Director on issues associated with the introduction of a 'payment by instalment plan' by which grave plots could be purchased by residents spread over a 2 year period.

RESOLVED:

That consideration of this item be deferred to allow officers to respond to the Cabinet Member's request for further information in relation to the possible production of leaflets advising of the 'payment by instalment plan' process to include useful contact details.

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CABINET MEMBER - CORPORATE SERVICES- WEDNESDAY 16
SEPTEMBER 2009

39. REVENUE AND CAPITAL EXPENDITURE MONITORING TO 24 JULY 2009

Further to Minute No. 90 of the 4 March 2009, the Cabinet Member considered the joint report of the Chief Executive, the Head of Regeneration and Technical Services, the Finance and Information Services Director, the Legal Director and the Personnel Director, providing the latest forecast position, based on information as at the 24 July 2009 in relation to the Portfolio's 2009/2010 Revenue Budget and Capital Programme.

RESOLVED: That

- (1) the progress made by the Service Directors in respect of their revenue budgets that are subject to risk-based monitoring be noted;
- (2) the position regarding the Corporate Services Portfolio efficiencies and savings required for the revenue budget in the year be noted; and
- (3) the progress made by Service Directors in respect of their schemes within the Council's Capital Programme be noted.

40. REVENUE EXPENDITURE, CAPITAL PROGRAMME AND PERFORMANCE – 2008/9 PORTFOLIO FINAL ACCOUNTS

Further to Minute No. 34 of the 11 September 2009, the Cabinet Member considered the joint report of the Chief Executive, the Strategic Director of Regeneration and Environmental Services, the Finance and Information Services Director, the Legal Director, the Personnel Director, the Head of Tourism and the Environmental Protection Director which identified the final 2008/09 revenue outturn position for the Corporate Services portfolio.

The report concluded by requesting the Cabinet Member to give consideration to the submission of comments on the outturn to the Overview and Scrutiny Committee (Performance and Corporate Services).

RESOLVED: That

- (1) the Portfolio's revenue expenditure outturn for 2008/09 be noted;
- (2) the Portfolio's capital expenditure outturn for 2008/09 be noted; and
- (3) the Portfolio's performance indicators and data for 2008/09 be noted.

41. CORPORATE CUSTOMER CONTACT – IMPROVING ACCESS FOR OUR CUSTOMERS

The Cabinet Member considered the report of the Finance and Information Services Director seeking approval for the proposed changes to the methods of access for Sefton Council customers.

RESOLVED: That

- (1) the report advising of the proposed changes to the methods of access for Sefton Council customers be noted;
- (2) a further detailed report be submitted to a future meeting in relation to the proposals referred to in paragraph 3.2 of the report; and
- (3) the implementation of the developments referred to in paragraphs 3.1, 3.3 and 4.1 of the report be approved.

42. PERICLES REVENUES AND BENEFITS SYSTEM REPLACEMENT

The Cabinet Member considered the report of the Finance and Information Services Director advising of the requirement to procure a replacement for the Pericles Revenues and Benefits system and the proposed procurement methodology to be used.

RESOLVED: That

- (1) the report advising of the requirement to procure a replacement for the Pericles Revenues and Benefits system and the proposed procurement methodology to be used be noted; and
- (2) a further detailed report be submitted to a future meeting following the completion of the competitive tender exercise.

43. HMRI - COUNCIL TAX LIABILITY ON VACANT PROPERTIES IN THE KLONDYKE RE-DEVELOPMENT AREA

The Cabinet Member considered the report of the Finance and Information Services Director advising of the effect of delays in Council acquisition of domestic properties in the Klondyke redevelopment area on Council Tax liability.

RESOLVED:

That it be agreed that the Council should offer council tax payers affected by the Klondyke re-development proposals the opportunity to enter into an agreement with the Council to defer Council Tax payment on their vacant dwellings until such time as the compulsory purchase is complete, at which time any outstanding Council Tax can be deducted from the compulsory purchase monies due.

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CABINET MEMBER - CORPORATE SERVICES- WEDNESDAY 16
SEPTEMBER 2009

44. EXCLUSION OF PRESS AND PUBLIC

RESOLVED:

That, under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they may involve the likely disclosure of exempt information as defined in paragraphs 1 and 3 of Part 1 of Schedule 12A to the Act. The Public Interest Test had been applied and favoured exclusion of the information from the press and public.

45. APPLICATION FOR DISCRETIONARY RATE RELIEF

The Cabinet Member considered the report of the Finance and Information Services Director on whether or not to grant discretionary rate relief to one organisation under the provisions of Section 47 of the Local Government Finance Act 1988.

RESOLVED:

That the Council's policy in respect of charitable organisations be adhered to and subsequently discretionary rate relief be not granted.

46. PRESENTATION - BUSINESS SUPPORT UNIT (CHIEF EXECUTIVE AND REGENERATION DEPARTMENTS)

The Cabinet Member received a presentation from Sam Tunney, Assistant Chief Executive (Management) regarding the Chief Executive and Regeneration and Environmental Services Directorates Business Support Unit.

RESOLVED:

That Ms Tunney be thanked for her informative presentation.

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REPORT TO: CABINET MEMBER – CORPORATE SERVICES
CABINET

DATE: 14th October 2009
29th October 2009

SUBJECT: LOCAL LAND CHARGES

**WARDS
AFFECTED:** ALL

REPORT OF: CAROLINE ELWOOD, LEGAL DIRECTOR

**CONTACT
OFFICER:** ANDREA GRANT Ext 2030

**EXEMPT/
CONFIDENTIAL:** NO

PURPOSE/SUMMARY:

To provide an update on the Information Commissioner's recently issued guidance on the charging for access to environmental information and to update Members on the forthcoming Local Land Charges (Amendment) Rules 2009.

REASON WHY DECISION REQUIRED:

To update Members on the current position regarding the provision of environmental information and the forthcoming Local Land Charges (Amendment) Rules 2009.

RECOMMENDATION(S):

1. That the Cabinet Member note the report and request updates be provided as further legal advice is received on the potential impact of the Environmental Information Regulations.
2. That the Cabinet Member recommends to Cabinet the proposed increase in LLC1 search fees to £22 from 1st January 2010.
3. That Cabinet approves the proposed increase in LLC1 search fees from 1st January 2010.

KEY DECISION: No

FORWARD PLAN: Not appropriate

IMPLEMENTATION DATE: Following the expiry of the "call-in" period for the Minutes of the meeting.

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ALTERNATIVE OPTIONS:

None

IMPLICATIONS:

Budget/Policy Framework: None arising from this report.

Financial: There may be serious financial consequences as a result of ICO Guidance on charging being adopted, however at this stage the effects on fee income cannot be quantified.

Increasing the fees for personal searches and LLC1 could produce an extra £13,000 income during 2009/10 and £52,000 in a full year. These increases will help reduce the currently projected shortfall in the Local Land charges budgets.

<u>CAPITAL EXPENDITURE</u>	2009/ 2010 £	2010/ 2011 £	2011/ 2012 £	2012/ 2013 £
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<u>REVENUE IMPLICATIONS</u>				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? Y/N	When?			
How will the service be funded post expiry?				

Legal: The Legal Director supports this proposal.

Risk Assessment: There is a risk of reduced income being received by the Land Charges section and other Council departments that provide building control and

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Asset Management: traffic scheme information on a charged basis.
None arising from this report.

CONSULTATION UNDERTAKEN/VIEWS

FD 126 - The Finance and Information Services Director has been consulted and his comments have been incorporated into this report.

Regeneration and Environmental Services

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CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community			
2	Creating Safe Communities			
3	Jobs and Prosperity			
4	Improving Health and Well-Being			
5	Environmental Sustainability			
6	Creating Inclusive Communities			
7	Improving the Quality of Council Services and Strengthening local Democracy			√
8	Children and Young People			

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

Guidance from the Information Commissioner's Office and circulars from the LGA

1.0 BACKGROUND:

- 3.1 Members will be aware that a range of information is currently provided to private search companies, conveyancers and solicitors, for inclusion within Home Information Packs, by the Land Charges team. In addition, a number of private search companies contact departments individually for access to data, some of which is subject to the charges levied by those individual departments. The Land Charges Team currently only provides the whole data set (rather than individual parts) for a fee of £80.
- 1.2 On 17th June 2009, the Information Commissioner's Office (ICO) published guidance relating to the treatment of property search data. The guidance outlines the ICO's view that the majority of property search data is environmental information and that local authorities are required to allow inspection of this data at no charge (in accordance with the Environmental Information Regulations (EIR)).
- 1.3 The LGA have already outlined strong concerns about this position to the ICO, Department for Communities and Local Government and Department for the Environment, Food and Rural Affairs (DEFRA), which is responsible for the EIR. The cost to local authorities of implementing this guidance could amount to several hundred thousand pounds a year for large unitary authorities, and they believe it is unacceptable that local authorities and taxpayers are expected to bear this cost so that private businesses can exploit information for commercial gain. The LGA do not believe that this was the intention of the environmental information regulations.
- 1.4 The latest information from the LGA (received on 5th August 2009) is that they have been working with their solicitors to prepare instructions to counsel to obtain an Opinion on the legal issues concerning the 2008 Charging Regulations and the Environmental Information Regulations, including an analysis of the potential for a legal challenge to the ICO guidance and the decision notices. They anticipate being able to report the outcome of Counsel's Opinion to authorities in early to mid September. At the same time, the LGA are pushing for a change to the existing legislative framework if they find that that is the appropriate route to protect taxpayers' interests.

2.0 Sefton's position

- 2.1 The Council is currently awaiting further advice from the LGA and the Local Land Charges Institute on the best way to proceed. However, Members should be aware that the Land Charges section is currently struggling to meet its income targets under the current charging regime. Any changes to the charging regime, although difficult to quantify at this stage, will have a major detrimental effect on the section's ability to meet those income targets.
- 2.2 The 2009/10 Land Search Budget for search fee income, is £300k, and last year (2008/9), this underachieved by £126k. To the end of July this year, achievement is behind expectation by £19k. The income generated is made

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through a variety of charges dependent upon the type of search required (usually a full search), which draws on information from several departments, including Environmental services, Technical Services, and Planning, and hence this income is in recovery of both the Land Search Section's costs and other Departmental time spent in supplying information as part of a full land search. There are extremely low costs of running the Land Charges section (the staffing budget for the section is £81,035 against an income target of £300,000) and the service has always achieved more income than it costs. In addition, staff within the Land Charges Section are extremely flexible in their working duties. For example, members of the section have assisted in times of sickness and with peak workloads in the Coroner's Office and, once their office move from Crown Buildings to Southport Town Hall, will also assist in the General Office where there will shortly be staff vacancies.

- 2.3 The other departments mentioned above, who hold environmental data on their registers, may also charge separately for this information if it has been requested directly by individuals or private search companies and not made via the Land Search section as part of a full land search, and their income from this may also similarly be affected if the ICO guidance is accepted. A corporate group has been established to look at this issue in conjunction with the Council's Freedom of Information Officer.

3.0 Local Land Charges (Amendment) Rules 2009

- 3.1 The fee for a personal search of the local land charges register in England is set by the Lord Chancellor, with the consent of HM Treasury, under the Local Land Charges Act 1975.
- 3.2 The consultation paper Local Authority Property Search Services published on 18 January 2008 sought views on how and by whom the fee for a personal search of the local land charges register should be set and at what level it should be set.
- 3.3 In relation to the provisional proposal that the fee for a personal search of the local land charges register should be set by local authorities in England, LAs strongly favoured local fee setting on a cost recovery basis, while the private sector search companies supported a centrally set fee. The private sector did not disagree with cost recovery as a basis for setting the fee, but took a narrower view of what costs should be included. In view of the lack of consensus, the Ministry of Justice has no current plans to take forward the devolution of the power to set this fee.
- 3.4 In the light of the responses received, the Government has concluded that the fee for a personal search of the local land charges register should be increased from £11, the level at which it was set in 2003, to £22. This increase balances the interests of LAs, the private sector and consumers. The new fee will come into force on 1 January 2010.
- 3.5 The effect of this for Sefton should be to double the income received for Land Searches. In the financial year 2008/09 4306 personal searches were

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completed generating £47366 in income - obviously if the same volume of searches are carried out the income will double in a full year. Members will be aware of the difficulties the Section has experienced in attaining its income targets and this measure should address this matter.

- 3.6 The private sector could choose to submit form LLC1 as an alternative to a personal search -fee set for LLC1 is £10, following the authorities increase from £6 to £10 (in April 2007) these searches dramatically decreased in volumes. In 2008/09 there were only 384 LLC1 fees received. As the fee for the LLC1 is set locally, the Council has the option to review this fee and it is suggested that the fee be set at the same level as the personal search fee (£22). Assuming a similar take-up of these searches as 2008/09 would generate approximately an extra £4,600 income for the Council in a full year. The fee income would place Sefton favourably within the majority of Merseyside authorities as shown below:

Sefton	£22
Wirral	£24.50
Liverpool	£25
Knowsley	£20
St Helens	£6

- 3.7 The increase in personal search and LLC1 fees estimated upon 2008/09 requests could bring in an extra £13,000 income during 2009/10 based upon a 1st January 2010 implementation date. This could increase to approximately £52,000 in a full year. However, as previously reported land search fee income to the Council has significantly declined as a consequence of the recession, therefore any additional income raised by these fee increases will need to be utilised to offset the current forecasted budget shortfall.

4.0 Recommendations:

1. That the Cabinet Member note the report and request updates be provided as further legal advice is received on the potential impact of the Environmental Information Regulations.
2. That the Cabinet Member recommends to Cabinet the proposed increase in LLC1 search fees to £22 from 1st January 2010.
3. That Cabinet approves the proposed increase in LLC1 search fees from 1st January 2010.

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REPORT TO: CABINET MEMBER - CORPORATE SERVICES

DATE: 14 October 2009

SUBJECT: **Notice Of Motion- Purchase of Grave plots**

WARDS AFFECTED: All Wards

REPORT OF: Leisure Director and Finance and Information Services Director

CONTACT OFFICER: John Proffitt – Head of Cemeteries and Crematoria
- 01704 533443 John Farrell – Assistant Director

EXEMPT/CONFIDENTIAL: NO

PURPOSE/SUMMARY:

To update the Cabinet Member for Corporate Services on the production of a leaflet advising residents of how to pre arrange funerals.

REASON WHY DECISION REQUIRED:

The Cabinet member for Corporate Services Deferred a decision on the Council's Notice of Motion 16th September 2009 pending a request for further information.

RECOMMENDATION(S):

That the Cabinet Member for Corporate Services is requested to consider the original Notice of Motion and:

- a. to endorse the Overview and Scrutiny Recommendation, 'not to agree the introduction of a 2 year 'payment by installment plan for the purchase of grave plots by Sefton residents'.
- b. note the contents and intention to publish an information leaflet on pre arranging funeral payments, and in light of the spending freeze, to consider whether to publish the leaflet at no cost (Option1 Paragraph 3.1 or in a printed form at a cost of £800-£1000 (Option 2 Paragraph3.1)
- c. As this is a matter for Cabinet, refer the above decisions to Cabinet to inform their deliberation.

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KEY DECISION: Yes

FORWARD PLAN: Yes – Published 12 August 2009

IMPLEMENTATION DATE: Following the expiry of the Call-In period for the Minutes of the meeting

ALTERNATIVE OPTIONS:

IMPLICATIONS:

Budget/Policy Framework:

Financial The maximum financial implications based on option 2 (paragraph 3.1), would be approximately £800-£1000, which can be contained within existing budgets.

Financial:	2009/ 2010	2010/ 2011	2011/ 2012	2012/ 2013
<u>CAPITAL EXPENDITURE</u>	£	£	£	£
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<u>REVENUE IMPLICATIONS</u>				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date?				
How will the service be funded post expiry?				

Legal: The information leaflet will not be able to recommend specific companies as this could be seen as promoting one ahead of another

Risk Assessment:

Asset Management: None

CONSULTATION UNDERTAKEN/VIEWS

CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		✓	
2	Creating Safe Communities		✓	
3	Jobs and Prosperity		✓	
4	Improving Health and Well-Being		✓	
5	Environmental Sustainability		✓	
6	Creating Inclusive Communities	✓		
7	Improving the Quality of Council Services and Strengthening local Democracy		✓	
8	Children and Young People		✓	

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT
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1. BACKGROUND

1.1 At the Cabinet Member for Corporate Service's meeting on the 16th of September a report was presented (Annex 1) referring to Cllr Jones Notice of Motion

(1) That in order to assist Sefton residents, with limited financial means to purchase grave plots (currently costing £618), this Council requests the Cabinet to agree to the establishment of a 'payment by instalments plan' by which grave plots can be purchased by residents in affordable stages, subject to the Council being satisfied that any remaining outstanding balance due would be met from the deceased's estate."

1.2 The report had previously been presented the Scrutiny and Overview Committee Corporate Services who resolved that the following recommendations should be made to the Cabinet Member for Corporate Services that

(1) the Cabinet Member – Corporate Services be recommended not to agree the introduction of a 2 year 'payment by installment plan' for the purchase of grave plots by Sefton residents; and

(2) subject to (1) above, the Cabinet Member – Corporate Services be requested to give consideration to recommending the investigation of private sector funding sources for the purchase of grave plots installments.

1.2 Following consideration of the report the Cabinet Member resolved

Minute 38 'That consideration of this item be deferred to allow officers to respond to the Cabinet Member's request for further information in relation to the possible production of leaflets advising of the 'payment by installment plan' process to include useful contact details.

In doing so the Cabinet Member requested that Officers produce an information leaflet, which could be provided for Members, the public and published on the Council's website and in reception areas. This leaflet should provide details of how to access information on arranging prepayment for a funeral.

2. FURTHER INFORMATION FOR RESIDENTS

2.1 Officers have produced a draft leaflet Annex 2 (the final version will be professionally produced), which outlines sources of information and the process for arranging to pay for a funeral in advance. .

2.2 This leaflet provides information for residents on prearranging and paying for their funeral and will advise them of useful contact information and telephone numbers should they require assistance.

2.3 As pre payment plans are provided by a large number of private sector organisations including;

- Funeral Directors
- Insurance Companies
- Large retailers including Supermarkets
- Charities

It would be difficult for the Council to maintain it's impartial position ,if it was to name individual companies in the leaflet, also due to the number and type of companies who provide this service this list would be extensive.

By publishing specific names and contact details it might also be viewed as the Council promoting one of these companies over another, which could lead to claims against it if the service provided by the company wasn't what the customer expected.

Therefore the information contained in the leaflet gives general guidance and contact numbers for bereavement service charities and the Direct Gov website (www.direct.gov.uk). Which provides clear and concise information on bereavement planning. Annex 3

3.0 Costs of Introducing a Leaflet and Options for Distribution

3.1 The following two options show the costs involved in production and distribution of the leaflet.

Option 1 - Not to provide a printed leaflet, but to publish the information electronically on the Council's Website. Which could be achieved at no additional cost.

Option 2 – Produce a one off print run of 10,000 leaflets, which would be held at the cemeteries and crematoria offices and distributed direct to Members, One Stop Shops, libraries etc and to the public and other agencies on request.

This would cost approximately £800-£1000. As there are no specific resources to cover this expenditure, but with prudent housekeeping, the cost could be contained within existing budgets.

4.0 Conclusions and Recommendations

4.1 That the Cabinet Member for Corporate Services is requested to consider the original Notice of Motion and;

to endorse the Overview and Scrutiny Recommendation, 'not to agree the introduction of a 2 year 'payment by installment plan for the purchase of grave plots by Sefton residents'.

4.2 note the contents and intention to publish an information leaflet on pre arranging funeral payments, an in light of the spending freeze, to consider whether to publish the leaflet at no cost or in a printed form at a cost of £800-£1000

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4.3 As this is a matter for Cabinet, refer the above decisions to Cabinet to inform their deliberation.

ANNEX 1

REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE
CORPORATE SERVICES
CABINET MEMBER FOR CORPORATE
SERVICES
AND CABINET

DATE: 1/09/2009 O&S
16/9/2009 CMCS
1/10/2009 Cabinet

SUBJECT: **Notice Of Motion- Purchase of Grave plots**

COPY

WARDS AFFECTED: All Wards

REPORT OF: Paul Edwards, Finance & Information Services
Director Graham Bayliss, Leisure Director and

CONTACT OFFICER: Diane Proffitt –Accountant 0151 934 4311, John
Proffitt – Head of Cemeteries and Crematoria -
01704 533443

EXEMPT/CONFIDENTIAL: NO

PURPOSE/SUMMARY:

To respond to the request by the Council to investigate the issues associated with the introduction of a 'payment by instalment plan, by which grave plots can be purchased by residents, spread over a 2 year period.

REASON WHY DECISION REQUIRED:

The report has been requested by full Council, so that members can decide whether to introduce 'a payments by instalment plan for burial plots' proposed by Councillor Jones' Notice of Motion (6th May 2009).

RECOMMENDATION(S):

1. Overview and Scrutiny (Performance and Corporate Services) :

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a. Considers the implications of implementing a pre purchase agreement for burial plots by instalments and whether by introducing the system it wishes to extend the Council's debt recovery by up to £250,000.

b. In consideration of recommendation (a) it agrees and recommends to the Cabinet Member for Corporate Services that a scheme is/ is not introduced for all Sefton residents to purchasing graves on instalments

2. Cabinet Member for Corporate Services

a. Considers the Overview and Scrutiny Recommendation

b. Recommends to Cabinet that the Scheme is / is not introduced for Sefton Residents

3. Cabinet

a. Considers the recommendations from Overview and Scrutiny and the Cabinet Member for Corporate Resources

b. Considers whether or not to introduce a scheme to allow Pre Purchase of Graves to be made on an instalment plan basis.

KEY DECISION: No

FORWARD PLAN: Yes

IMPLEMENTATION DATE: Following the Call in period

ALTERNATIVE OPTIONS:

- Not to introduce an agreement

IMPLICATIONS:

Budget/Policy Framework:

Financial

There are likely to be some additional administration costs borne by the Council's Debt Recovery service, which is now provided by Arvato. Any costs will be subject to negotiation between Arvato and the Council.

Introduction of a payment by instalments plan for this type of payment in the worst case could see the Council Debt increase by up to £250,000 per annum based upon current purchases. With any debt the Council would expect that there would

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be an element of non-payment and based upon current experience this could be 10% or £25k based on the worst case of £250,000. There may also be a small cost as a consequence of the delayed cashflow to the Council, although this may be offset by an increase in the number of grave plot purchases.

There is currently no budget to cover the cost of any non-payment or administration cost.

Financial:	2009/ 2010 £	2010/ 2011 £	2011/ 2012 £	2012/ 2013 £
<u>CAPITAL EXPENDITURE</u>				
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<u>REVENUE IMPLICATIONS</u>				
Gross Increase in Revenue Expenditure	Upto £25k p.a.			
Funded by:				
Sefton funded Resources	Upto £25k p.a.			
Funded from External Resources				
Does the External Funding have an expiry date?				
How will the service be funded post expiry?				

Legal:

A legally binding agreement would need to be drawn up

Risk Assessment:

The risk of none payment of debt is increased and could be anything up to £250,000

Asset Management:

None

CONSULTATION UNDERTAKEN/VIEWS

FD...107 - . The Finance and Information Services Director has been consulted and his comments have been incorporated into this report.

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The views of the Leisure Services Department and Legal Department have been considered within this report, along with officers in the Finance Department's Client Unit and Financial Management Division.

CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		✓	
2	Creating Safe Communities		✓	
3	Jobs and Prosperity		✓	
4	Improving Health and Well-Being		✓	
5	Environmental Sustainability		✓	
6	Creating Inclusive Communities	✓		
7	Improving the Quality of Council Services and Strengthening local Democracy		✓	
8	Children and Young People		✓	

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

Bereavement Benefits

http://www.jobcentreplus.gov.uk/JCP/stellent/groups/jcp/documents/websitecontent/dev_016113.pdf

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2. BACKGROUND

1.1 At full Council on the 6th May 2009 Cllr Jones tabled the following motion

(1) That in order to assist Sefton residents, with limited financial means to purchase grave plots (currently costing £618), this Council requests the Cabinet to agree to the establishment of a 'payment by instalments plan' by which grave plots can be purchased by residents in affordable stages, subject to the Council being satisfied that any remaining outstanding balance due would be met from the deceased's estate."

1.2 Council resolved that the motion be referred to the Overview and Scrutiny Committee and the Cabinet Member prior to consideration by the Cabinet.

1.3 Further discussions with Councillor Jones, clarified that

- (a) he was looking for the introduction of a two year, staged payment agreement for the purchase of grave plots, on an interest free instalment basis, to assist families on low income.
- (b) The introduction of the agreement should be subject to the Council being satisfied that the applicant is able to pay.

1.4 The Council do already provide an option for pre purchasing graves, known as a pre purchase which involves the applicant purchasing the grave for a one off payment.

2. FINANCIAL ASSISTANCE CURRENTLY AVAILABLE FOR SEFTON RESIDENTS

3.3 Financial support is already provided by the Department of Work and Pensions for Sefton's residents on low income, this in the form of a Social Fund and Bereavement Benefits.

Social Fund :- Providing that the partner * of the deceased is in receipt of one or more of the following benefits. (*The term 'partner' is used here to mean a person you are married to, or person you live with as if you are married to them, or a civil partner, or person you live with as if you are civil)

- income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit
- Housing Benefit
- Council Tax Benefit (or the Council Tax payer where you live gets a Second Adult Rebate because you are on a low income)

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- Working Tax Credit which includes a disability or severe disability element
- Child Tax Credit at a rate higher than the family element

The Social Fund will provide:

- The cost of the Cremation or Burial (£451.50 and £493.00 respectively for Sefton Residents
- Plus £700.00 towards the cost of the funeral arrangements e.g. coffin, hearse grave plots

- 2.2 **Bereavement Benefits**- For those people who are not in receipt of benefits but have paid national insurance contributions, the Department of Work and Pensions also administer the Bereavement Benefits Fund, (which replaced the widow's benefit) and provides a grant of up to £2,000.00 towards funeral costs upon application by the deceased's partner*.

3. IMPLICATIONS OF PROVIDING ADDITIONAL SUPPORT FOR SEFTON RESIDENTS

- 3.1 In principal a 'payments by instalment plan' could be introduced. However, debt recovery from the deceased estate, if the applicant dies before full payment is made, would be difficult and would therefore rely on the deceased's family/executor being willing and able to pay any outstanding debt.
- 3.2 Experience from other Council Services show that it is not feasible to means test people to ascertain financial means or to ask what is potentially in a will in order that any outstanding fees may be cleared. Also wills can be changed at any time and it is generally very difficult to obtain payment from deceased estates. One possibility could be to only give the "rights to the plot" over to the family when it was paid for. However, the person could have died before this has happened and then the Council would have to make arrangements with the deceased family at a traumatic time.
- 3.3 The current procedure is that the Funeral Directors pay fees due to the Council on behalf of the family. If the Family default on their payments to the Funeral Director, then they take legal action against the family. If the Funeral Directors defaults on payment to the Council, initially credit facilities would be removed and a payment schedule would be agreed and failing this legal action for the debt recovery would be taken against the Funeral Director.
- 3.4 There are approximately 400 graves plots sold per year. If this system of payment by instalments was introduced it would mean that the Council could have to recover £250,000 per year over a two year period (based on 400 plots at £618 each). This assumes that every applicant chooses this option, which is likely as the funeral directors would be keen to promote this and pass the debt to the Council. Thus burdening the Council with a £250,000 debt, which it currently does not have.

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- 3.5 The Council would potentially be going from a situation where we recover monies from Funeral Director's, with safeguards in place regarding bad debt, to a situation of having a potential debt of thousands of pounds. Which could have repercussions for increasing the bad debt provision.
- 3.6 The problem of bad debt, would need to be considered carefully. Say for example, that the purchase was started by the deceased, who had been paying using an income on a monthly basis, once they die, the income ceases. Repaying the remaining debt would fall to their executor or next of kin who may be unwilling or unable to pay. Recovering this debt from the deceased's estate may be difficult or indeed impossible and the Council would then potentially have to write the debt off. Experience with managing debts suggest that it would be prudent to expect that the cost to the Council of non-payment could be as high as 10% of the debt or £25k based on the worst case of £250,000 per annum.
- 3.7 A second example might be if the deceased's Executor had requested a payment by instalment plan on the day that they are buried. If the Executor then defaulted on this payment the Council would have to take legal action against the Executor for the debt recovery. Once granted there is no option of removing the 'right of burial' from the Executor irrespective of whether they have paid or not.
- 3.8 Overview and Scrutiny should also consider that all other Service's e.g Cremations (£451.50) are paid for by Funeral Directors and the introduction of an instalment arrangement may in the future have to be extended to include this, resulting in a increase in debt recovery of over £1 million.
- 3.9 In addition to the comments made above, the administration of such a system would largely fall on the Council's Debt Recovery service, which is now provided by Arvato under contract with the Council. As such, this additional service is not included in the current Contract, and whether this could be managed within the existing contract payment to Arvato will depend upon the level of extra work that this proposal will create. Any costs will be subject to negotiation between Arvato and the Council and are not quantified at present. In addition, some extra work would fall on the Council's Legal Department in finalising legal agreements with individual clients wishing to buy grave plots, and on the Leisure Services staff who would have to administer the agreements. However it is not considered that it would cost either department significantly more to operate the scheme.

4 Conclusion

- 4.1 There is substantial financial assistance already available towards the cost of grave plots for families on low income, which is provided by the Department of Work and Pensions.
- 4.2 If Cabinet are minded to introduced an instalment arrangement, careful consideration would need to be given as to how to deal with families who are unable or unwilling to pay the remainder of the debt, particularly if the initial agreement was with the deceased.

- 4.3 Additional cost of administering this would need to be included in any agreement including the cost of debt recovery and interest on the loan.
- 4.4 Cabinet should also note that the introduction of a payment by instalments agreement could potential see the Council having to recover up to £250,000 over a two year period and may lead to requests to extend this to other payments increasing the potential debt to over £1million.

5 Recommendations

1. Overview and Scrutiny (Performance and Corporate Services) :

- a Considers the implications of implementing a pre purchase agreement for burial plots by instalments and whether by introducing the system it wishes to extend the Council's debt recovery by up to £250,000.
- b. In consideration of recommendation (a) it agrees and recommends to the Cabinet Member for Corporate Services that a scheme is/ is not introduced for all Sefton residents to purchasing graves on instalments

2. Cabinet Member for Corporate Services

- a. Considers the Overview and Scrutiny Recommendation
- b. Recommends to Cabinet that the Scheme is / is not introduced for Sefton Residents

3. Cabinet

- a. Considers the recommendations from Overview and Scrutiny and the Cabinet Member for Corporate Resources
- b. Considers whether or not to introduce a scheme to allow Pre Purchase of Graves to be made on an instalment plan basis.

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Annex 2 LEAFLET

ARRANGING AND PAYING FOR A FUNERAL IN ADVANCE

It can be difficult enough coping with the loss of a loved one without worrying about the funeral arrangements and the cost. Some families choose to plan ahead and prearrange their funerals.

The following advice is provide for your information and contains a series of links and telephone numbers to sources of information, which should assist you with decision making and planning.

Who normally pays for a funeral?

DRAFT

Normally the cost of a funeral is paid for from the estate of the person who has died - that is, their bank accounts, property and possessions etc. Or if the deceased had an insurance policy this may also cover the costs.

If you are in receipt of benefit or have paid National Insurance, assistance may be available via the 'Social Fund', or Bereavement Benefits, which is administered by the Department of Work and Pensions and can be discussed at your local job centre.

However, you may also like to plan for the future and make your own arrangements to ensure that you and your family receive the type of funeral you wish for, and in this respect making provision via a prepaid plan or savings may be preferable.

What are Prepaid funeral plans?

Some people choose pay for their funeral in advance through a pre-purchase funeral plan.

This is a type of insurance policy, which you make payments into until such time as it is required..

There are a number of companies who provide this type of service including funeral directors, insurance companies and other large organisations.

Equally you could also pay this money into a savings account and make your own arrangements.

Advice on Arranging a Prepaid Plan

If you're thinking of buying a prepaid funeral plan, as with any purchase, it's worth shopping around. Please ensure you find as much out about the plan as possible e.g. what will happen to your plan if you move house, or if you die before payments are complete.

You should also ensure that you ask what services will and won't be included in the purchase price. For example some pre-paid funeral plans only cover the cost of a basic funeral, e.g. the cars personnel and coffin and any extra services or items e.g. grave plots grave digging or cremation fees, may need to be paid for separately by the person arranging the funeral so make sure you ask as these items can be expensive.

If as part of your funeral arrangements you decide that burial would be your preferred option, and you do not already own a grave, then the cost of pre purchasing may also be able to be include this in your purchase costs.

Alternatively graves can be pre purchase direct from the Council for a one off payment.

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Where would I find more information?

The internet is a good place to start and the following websites offer advice on funerals. If you do not have a computer access to the internet can be arranged at your local library.

www.direct.gov.uk

www.bereavementadvice.org

www.mariecurie.org.uk/

www.ageconcern.org.uk

N.B. Other information is available if you search online.

If you do not have access to the internet, the following organisations may be able to help.

Bereavement Advice 0800 634 9494

Marie Curie 020 7599 7777

Age Concern 020 8765 7200

Alternatively you may wish to speak to your local funeral director or insurance provider.

Please note: the information in this leaflet is provided to assist your decision making. It is not exhaustive and you should discuss the matter with your financial and legal advisors. The listing of any particular organisation is not a recommendation by the Council or any product or service that they may provide.

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Annex 3

The screenshot shows the Directgov website interface. At the top, there is a navigation bar with the Directgov logo, the tagline 'Public services all in one place', and a search bar. Below the navigation bar, there are links for 'Home', 'Contacts', 'Do it online', and 'Newsroom'. The main content area is titled 'Search results' and shows a search for 'bereavement'. The results are listed in a numbered format, with each item including a title, a brief description, and a link to the relevant section. The results are paginated, showing 'Results 1 - 20 out of 118'. The footer contains links for 'About Directgov', 'Contact Directgov', 'Linking to Directgov', 'Terms and conditions', 'Your privacy', and '© Crown copyright | Jobs at Directgov'.

Directgov
Public services all in one place

Accessibility | Help | Site index

Search this site Go

Home | Contacts | Do it online | Newsroom

Friday, 25 September 2009

Narrow your search. Choose which results you want to see

- All pages (118)
- Do it online (6)
- Newsroom (3)
- Useful contacts (3)

Search results

Search for Go

Results 1 - 20 out of 118

- Death and bereavement** Directgov recommends
Information about what can be done following a death, including an explanation of wills and probate, what to do about benefits and other things that you will need to consider
Government, citizens and rights section
- What to do after a death** Directgov recommends
Information about what to do when someone dies - including who to notify, registering the death, arranging the funeral, and organ donation
Government, citizens and rights section
- Bereavement Allowance**
Basic information about claiming Bereavement Allowance after your husband, wife or civil partner has died
Money, tax and benefits section
- Bereavement Payment**
Basic information about claiming a tax-free Bereavement Payment of £2,000 after your wife, husband or civil partner has died
Money, tax and benefits section
- Payday changes for Maternity Allowance and Widows and Bereavement Benefits**
Information about the Jobcentre Plus payday changes for Maternity Allowance and Widows and Bereavement Benefits payments
Money, tax and benefits section
- Bereavement benefits**
Information about benefits you may get if your husband, wife or civil partner has died, including Funeral Payments, Bereavement Payment, Community Care Grants and Crisis Loans - also find out about War Widow's or Widower's Pension
Money, tax and benefits section
- Child Bereavement Charity**
Contact details for the Child Bereavement Charity, a national charity which provides support to families and professionals when a child dies or when a child is bereaved of someone important in their lives
Directories section
- Telling DVLA about a bereavement**
If you have recently had a bereavement in your family, you should notify the Driver and Vehicle Licensing Agency (DVLA) as soon as possible. Sending the driving licence and registration certificate (VSC) to DVLA stops you from getting any mail about the deceased at a later date.
Motoring section
- Claim Bereavement Payment, Bereavement Allowance or Widowed Parent's Allowance (form BB1)**
You may be able to get a one-off payment or regular payments if you have been bereaved
Do it online section
- Cruse Bereavement Care**
Contact details for Cruse, a national charity which provides support services for people who have been bereaved
Directories section
- Claim Bereavement Payment, Bereavement Allowance or Widowed Parent's Allowance (form BB1)**
You may be able to get a one-off payment or regular payments if you have been bereaved
Do it online section
- Cruse Bereavement Care**
Contact details for Cruse, a national charity which provides support services for people who have been bereaved
Directories section
- Financial help for the bereaved**
Information about financial assistance available to the bereaved, including Bereavement Payment and Widowed Parent's Allowance
Government, citizens and rights section
- RD4U (website)**
Contact details for RD4U, a website designed for young people by young people. It is part of Cruse Bereavement Care's Youth Involvement Project and aims to support people after the death of someone close
Directories section
- What to do when someone dies checklist**
Steps to take when someone dies with links to related articles - relevant for executors, administrators, family and friends
Government, citizens and rights section
- Widowed Parent's Allowance**
Basic information about claiming Widowed Parent's Allowance when your partner dies and you're raising children, or your civil partner dies while you're pregnant from fertility treatment
Money, tax and benefits section
- Caring for someone who is terminally ill**
Understanding the financial, practical and emotional support available to you and the person you care for
Caring for someone section
- Guide to benefits and money after a death**
Summary of information about help with costs when someone dies and what needs to be done to sort out finances, like paying tax and inheritance tax
Pensions and retirement planning section
- When someone dies in hospital or a care home**
Get details of what steps you need to take if someone dies in hospital or in a care home
Government, citizens and rights section
- Funeral Payments**
Basic information about claiming a one-off Funeral Payment if you're on a low income and need money to pay for a funeral you're arranging
Money, tax and benefits section
- Do you need to top up your National Insurance contributions?**
Making up the shortfall if you don't have enough qualifying years in your National Insurance record
Pensions and retirement planning section
- What happens to your State Pension when you die?**
Find out what happens to your State Pension when you die, and if your next of kin can inherit any of your pension rights
Pensions and retirement planning section

Results 1 - 20 out of 118

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REPORT TO: Cabinet Member – Corporate Services
Cabinet Member – Childrens Services

DATE:

SUBJECT: Apprenticeships within the Council – ‘Passport to Move On’

WARDS AFFECTED:

REPORT OF: M.H. Fogg, Personnel Director

CONTACT OFFICER: Emma Finnigan, Work-based Learning Manager, ext. 2264

**EXEMPT/
CONFIDENTIAL:**

PURPOSE/SUMMARY:

Following the publication of the Central Government Strategy ‘World Class Apprenticeships: Unlocking Talent, Building Skills for All’ in February 2008, this report seeks support for a corporate Apprenticeship programme for young people who are not in education, employment or training (NEET).

REASON WHY DECISION REQUIRED:

- Support the local authority commitment to the reduction of young people who are not in education, employment or training (NEET).
- Enhancing the quality of post 16 vocational learning provision and providing employment pathways for the local community.
- Supporting the local area agreement targets

RECOMMENDATION(S):

It is recommended that the proposal described in Section E of this report be approved.

KEY DECISION:

FORWARD PLAN:

IMPLEMENTATION DATE: Ongoing

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ALTERNATIVE OPTIONS:

Cease to support the programme

IMPLICATIONS:

Not achieving the LEA target for NEET would result in a reduction of funding from Central Government which estimated at £800,000.

Budget/Policy Framework:

Financial:

<u>CAPITAL EXPENDITURE</u>	2006/ 2007 £	2007/ 2008 £	2008/ 2009 £	2009/ 2010 £
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<u>REVENUE IMPLICATIONS</u>				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? Y/N	When?			
How will the service be funded post expiry?				

Legal:

Risk Assessment:

- The risks associated with undertaking an apprenticeship programme include failing to provide high quality placement opportunities and failing to engage with partners who provide the associated development opportunities. We intend to mitigate the risk by communicating with host departments and engaging with partners with a proven track record in providing high quality development opportunities.
- By implementing an ineffective programme we risk appointing inappropriate apprentices to the available positions. This in turn may affect retention and attainment which will affect the relationships with the local training providers. To mitigate this risk we intend to undertake a robust recruitment process and we have included a period where the young person will progress on to a programme led

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apprenticeship.

- There is undoubtedly strength in a diverse workforce which reflects the community it serves. By failing to provide entry-level opportunities to a wide range of young people we risk exacerbating the age profile of the organisation and potentially increase the impact when some of our older employees reach retirement age.

Asset Management:

CONSULTATION UNDERTAKEN/VIEWS

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CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community	√		
2	Creating Safe Communities	√		
3	Jobs and Prosperity	√		
4	Improving Health and Well-Being	√		
5	Environmental Sustainability	√		
6	Creating Inclusive Communities	√		
7	Improving the Quality of Council Services and Strengthening local Democracy	√		
8	Children and Young People	√		

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

RECRUITMENT OF APPRENTICES – “PASSPORT TO MOVE ON”

A PURPOSE OF THE REPORT

1. Following the publication of the Central Government Strategy ‘World Class Apprenticeships: Unlocking Talent, Building Skills for All’ in February 2008, this report seeks support of a Corporate Apprenticeship Programme for young people who are not in education, employment or training (NEET).

B BACKGROUND

2. The local Government Pay and Workforce Strategy 2007 articulated the need for Local Government to address recruitment issues through a wide range of tailored interventions. It suggests that with more than 30% of the local government workforce due to retire over the next 15 years, authorities need to develop strategies for actively managing succession planning as part of its workforce strategy.
3. In January 2004 the Employers Organisation in conjunction with regional employer’s organisations undertook its annual recruitment and retention survey. The survey identified ten services within which 23% or more of the employing authorities reported having recruitment difficulties. The ten occupational areas are listed in descending order of the percentage of Local Authorities that reported recruitment difficulties.

1	Social Care
2	Occupational therapy
3	Environmental health
4	Trading standards
5	Planning
6	Building control
7	Educational psychology
8	Teaching
9	Libraries
10	Legal

4. In February 2007, the Department for Innovation, Universities and Skills (DIUS) published the Government’s Strategy for the future of Apprenticeships in England entitled ‘World Class Apprenticeships: Unlocking Talent, Building Skills for All’. The report states that the Apprenticeship programme has undergone a renaissance in the past decade, with the numbers of Apprentices in learning having risen dramatically since 1997, and with completions at unprecedented levels. The country’s leading companies (including Rolls Royce, British Telecom and Tesco) today offer sizeable Apprenticeship programmes.
5. The Government has introduced a requirement for all young people to be in education or training until the age of 18 by 2015. It will be extremely difficult to achieve this without significant expansion of the Apprenticeship programme. To help achieve this target, the Government has introduced an entitlement to an Apprenticeship place for each suitably qualified young person from 2013.
6. The recently published central government strategy promises to offer apprenticeships as a mainstream option for 16 to 18 year olds and will ensure that by 2013, every suitably qualified young person who wants to take up an Apprenticeship place will be able to do so. To deliver this entitlement, Central Government have already announced that they will increase the number of 16 to 18 year old Apprentices significantly by 2013.
7. A skilled workforce is vital for meeting the challenges of the global economy in the 21st century. The Public Sector is no exception to this and, with many critical skills shortages and

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an ageing workforce, it faces serious skills and recruitment difficulties. The age profile of Sefton reflects this as one third of Sefton employees are aged 55+ and will retire within the next ten years, whereas only 4.2% of employees are aged 25 and under (see Appendix 1).

8. Apprenticeships are considered to be a proven way of dealing with both current and future workforce issues. They enable employers to attract high-quality recruits and improve the skills and productivity of existing employees.
9. Because of their success, the expansion of the Apprenticeships programme is a high priority for the Government; and over the past few years there has been a huge rise in the number and range of businesses offering Apprenticeships as a way of tackling their skills shortages .
10. Yet, within the Public Sector an opportunity is being missed. The sector accounts for some 20 per cent of the national workforce, but employs less than 10 per cent of all apprentices.
11. Many more organisations could be taking advantage of the benefits that Apprenticeships bring, as a way of unlocking talent within their local communities and ensuring that they have a workforce equipped with the skills it needs for today and tomorrow.

C WHAT ARE APPRENTICESHIPS?

12. Apprentices learn through a combination of on and off the job training and education. On the job they work alongside your staff and the training is delivered from a local training provider. Apprenticeships help organisations across the Country to stay competitive by developing the kind of people their business needs for the future, 'growing their own'.
13. Apprenticeships are available in over 180 different sector areas ranging from Business Administration to Engineering - see Appendix 2 for a detailed list. There are two levels of Apprenticeships – Apprenticeships (Level 2) and Advanced Apprenticeships (Level 3).
14. Apprenticeships can last up to 12 months and they work towards a National Vocational Qualification at Level 2, Key skills and in most cases a technical certificate.
15. Advanced Apprenticeships can last up to 24 months and apprentices work towards a National Vocational Qualification at Level 3, Key skills and a technical certificate.
16. For any apprentice, the Individual's starting point is determined by their current skill set and experience and an initial assessment.

D SEFTON'S CURRENT POSITION

17. The work currently being undertaken on the Workforce Development Strategy reflects Central Government aspirations. By supporting an apprenticeship programme we will be able to respond to existing and future recruitment and retention issues. The strategy we are looking to adopt is as follows:
 - Develop a range of tailored recruitment routes that are suitable for the skill set that is being recruited to and support the Council's Employment & Skills Strategy
 - Maintain the Council as an 'employer of choice' for existing and potential employees
 - Recognise high performance and tackle under performance using a range of policies and interventions
 - Anticipate future workforce requirement (including succession planning) through effective workforce development planning
18. In May 2005, Sefton Council approved the establishment of a corporate apprenticeship programme. This included a fixed-term post of Apprenticeship Co-ordinator (funded for 12 months by the LSC). The successful applicant took up her post on 5 September 2005: her initial focus was current employees under the age of 25. By the end of November 2005, 37 young people were signed up to an apprenticeship in a wide range of areas. The early success demonstrated the benefits of a dedicated resource co-ordinating and managing the process. The fixed term post became permanent from April 2006.

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19. The success has continued. To date 121 employees have been converted to apprenticeships. In addition, a further 232 staff have been able to access Level 2 and Level 3 qualifications through Train to Gain and Public Sector funds.
20. The monetary value of the training that has and is being accessed amounts to some £526,400. Given the constraints that many departments face in relation to their budgets, it is unlikely that such a programme of development could have otherwise been provided.
21. The non-monetary value is the increased productivity and additional responsibilities being undertaken by the young people.
22. The Council benefits from having motivated, committed and enthusiastic young people who are being actively encouraged to develop and to aspire to more challenging job roles. Not only are the individuals benefiting, but they also are role models for their peers who may not currently work for a local authority and their local communities.
23. This success is enabled through the dedicated support of a partnership involving the Apprenticeship Co-ordinator, the apprentice, their line manager and the training providers. This includes programmed, regular reviews of the apprentice's progress and time and effort being spent on building and maintaining effective relationships.
24. The work to date has resulted in Sefton MBC achieving the Learning and Skills Council (LSC) 'Greater Merseyside Apprenticeship Employer of the Year' 2008. We have also had individual successes such as:
 - Michelle Gillespie, Street Lighting – Association Public Service Excellence (APSE), Highways & Street Lighting Apprentice of the Year 2008
 - Gary Moore, Leisure – LSC Apprentice of the Year 2008

E PROPOSAL

25. We propose to establish 101 apprenticeship posts across the Authority with an initial 51 posts being appointed by December 2009 and the remaining apprenticeships being appointed during the period from January 2010 – March 2010. As one of the target groups is young people not in employment, education or training who may not be ready to start an apprenticeship, we have also devised a progression route.
26. The proposal would represent 1.89% of the total number of staff employed by the Council. The information contained in the table below indicated the preferred destinations of the established of apprenticeship vacancies within the Council. Every effort is being made to ensure that the allocation of these posts is proportionate to the size of the department. The model incorporates flexibility that can allow these numbers to be moved within the 101 quota.

Department	Number of Staff	Number of Apprentices
Chief Executive	227	6
Children Services	2100	30
Combined Business Support Unit	41	1
Environmental Services	737	18
Finance	297	5
Housing Market Renewal	14	1
Legal and Admin	96	2
Leisure Services	871	18
Personnel	50	2
Planning	398	3
Health & Social Care	457	13
Technical Services	35	1
Tourism	36	1
Total	5318	101

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27. The delivery models for apprenticeships will vary depending on the occupational area; each apprenticeship framework is different (details of which are attached in Appendix 2). However in general we anticipate that the apprenticeship will last for a maximum of 51 weeks, full time (36 hours per week) with at least 7 hours per week dedicated to training and development. Appropriate training providers will deliver the training; relationships with these training providers have already been established through our current model.
28. During the 51 week period the Apprentice will be expected to complete the whole programme which consists of Accelerated Programme Led Pathway (Pre-Apprenticeship) in full, Programme Led Apprenticeships and Employer led Apprenticeships (refer to appendix 4). The Apprenticeship will be confirmed once the young person starts on the Employer Led aspect of the programme.
29. Should the apprentice complete the 51-week period without securing employment then their Apprenticeship will be terminated. The notice period for this termination will be given at week 41. Included in the programme model is an exit strategy that will incorporate robust employability skills training to support the Apprentice in progressing into employment.
30. It should be noted at this point that the training allowance for apprenticeships is agreed nationally and reflects the allowances paid by other Merseyside authorities. This reduced rate reflects the fact that these posts are trainees and would not be expected to undertake the full role and responsibilities of a member of staff in a non-trainee role. Host departments will be expected to fully support the apprentice in all activities relating to the achievement of their qualifications.
31. It is proposed that the Council targets young people who are not in education, employment or training and we anticipate liaising with colleagues in Children's Services to maximise this.
32. The second target area will be young people currently being supported by our Leaving Care Team within Children's Services. This team currently has a caseload of approximately 173 young people who have been looked after by Sefton Council and who now require qualitative training opportunities that will progress these young people into sustainable employment. The proposed apprenticeship programme will support our role as corporate parent to these young people and provide them access to sustainable employment and training within the Council and to support their economic well being. This proposal also links and supports the Corporate Parenting Strategy.
33. The programme is designed to support the five objectives of the 'Every Child Matters' agenda, but is designed specifically to target achieve economic well being, providing an opportunity to make a positive contribution to the community.

F RESOURCE IMPLICATIONS

34. Financial Implications

The total cost per apprenticeship is £95.00 per week; this allowance is in line with nationally agreed rates. The total cost per apprentice ranges from £2,850 - £3,705 per apprenticeship. The apprenticeship model does not incur any additional on-costs.

Financial arrangements for Looked After Children will have to be explored and financial arrangements will have to be reviews to ensure they are not excluded from these opportunities.

35. Staffing Implications

The proposed Apprenticeship Programme will be centrally co-ordinated within Corporate Learning and Development, however, it will require a dedicated Programme Co-ordinator to manage and monitor all aspects of the programme. It is proposed that this appointment should be a 12 month fixed term post or open for a secondment. The total cost for this

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appointment would range from £32,944 - £34,874 depending on experience and subject to job evaluation (see appendix 5 and 6).

The Learning and Skills Council will transfer a number of staff into the local authority from April 1st because of government changes and transition of responsibility for 16 - 19 planning and funding. Therefore there is an opportunity for one of the individuals to be seconded to Corporate Learning and Development to manage and monitor this programme.

G CONCLUSIONS

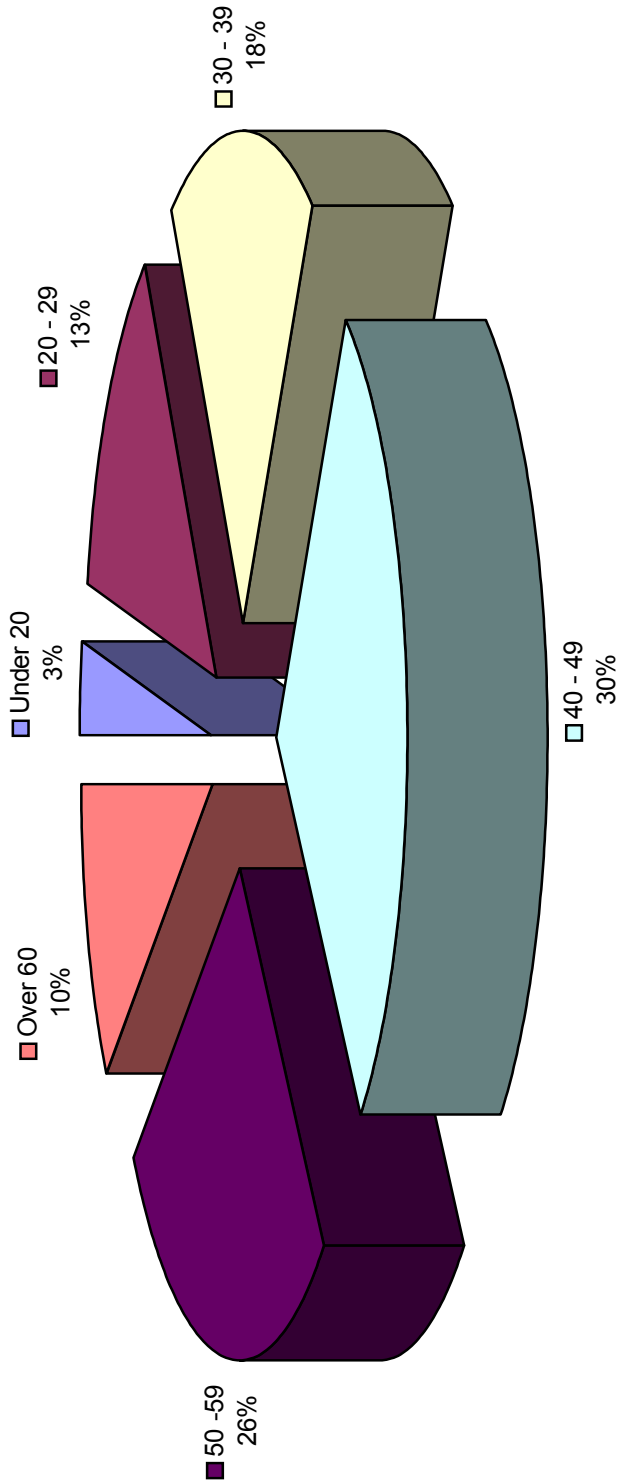
36. The Government has introduced a requirement for all young people to be in education or training until the age of 18, by 2015 with their recent strategy ensuring that every suitably qualified young person who wants to take up an Apprenticeship place will be able to do so by 2013. Added to this recent workforce planning activity has indicated that the profile of the organisation is generally ageing and that some areas are experiencing recruitment difficulties.
37. By re-introducing an apprenticeship programme we will increase the range of entry level opportunities available to people who wish to work for the Council. We also have the potential to impact upon our performance in relationship to young people not in employment, education or training and to support our obligation as corporate parents to our looked after children.

H RECOMMENDATIONS

38. It is recommended that the proposal described in Section E of this report be approved.

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AGE PROFILE OF THE WORKFORCE AS AT 01.04.09



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Appendix two - summary of apprenticeships

Accounting
Advice and Guidance
Agricultural Crops and Livestock
Amenity Horticulture
Animal Care
Arts & Entertainment
Aviation
Bakery
Beauty Therapy
Broadcast, Film, Video & Multimedia Industry
Builders Merchants
Building Services Engineers
Business Administration
Call Handling
Ceramics
Chemical, Pharmaceutical, Petrochemical Manufacturing and Refining Industries
Cleaning & Support Services
Clothing Industry
Community Justice
Construction (Craft)
Construction (Technician)
Cultural Heritage
Customer Service
Distribution, Warehousing and Storage Operations
Driving Goods Vehicles
Early Years Care & Education
Electrical & Electronics Servicing
Electricity Industry
Electrotechnical
Emergency Fire Service Operations
Engineering
Environmental Conservation
Events
Farriery
Fence Installation Industry
Fibreboard Packaging
Financial Services – Banks and Building Societies
Fire Detection & Alarm Systems
Floristry
Food and Drink Manufacturing Operations
Furniture Industry
Gas Industry
Glass Industry
Hairdressing
Health and Beauty Therapy
Health and Social Care
Heating, Ventilating, Air Conditioning & Refrigeration (HVACR)
Hospitality
Housing
Industrial Applications
Information & Library Services
Information Technology and Electronic Services
Insurance
International Trade & Services
Jewellery, Silversmithing & Allied Trades
Laboratory Technicians Working in Education
Land Passenger Transport: Maintaining Automotive Vehicles

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Appendix two - summary of apprenticeships

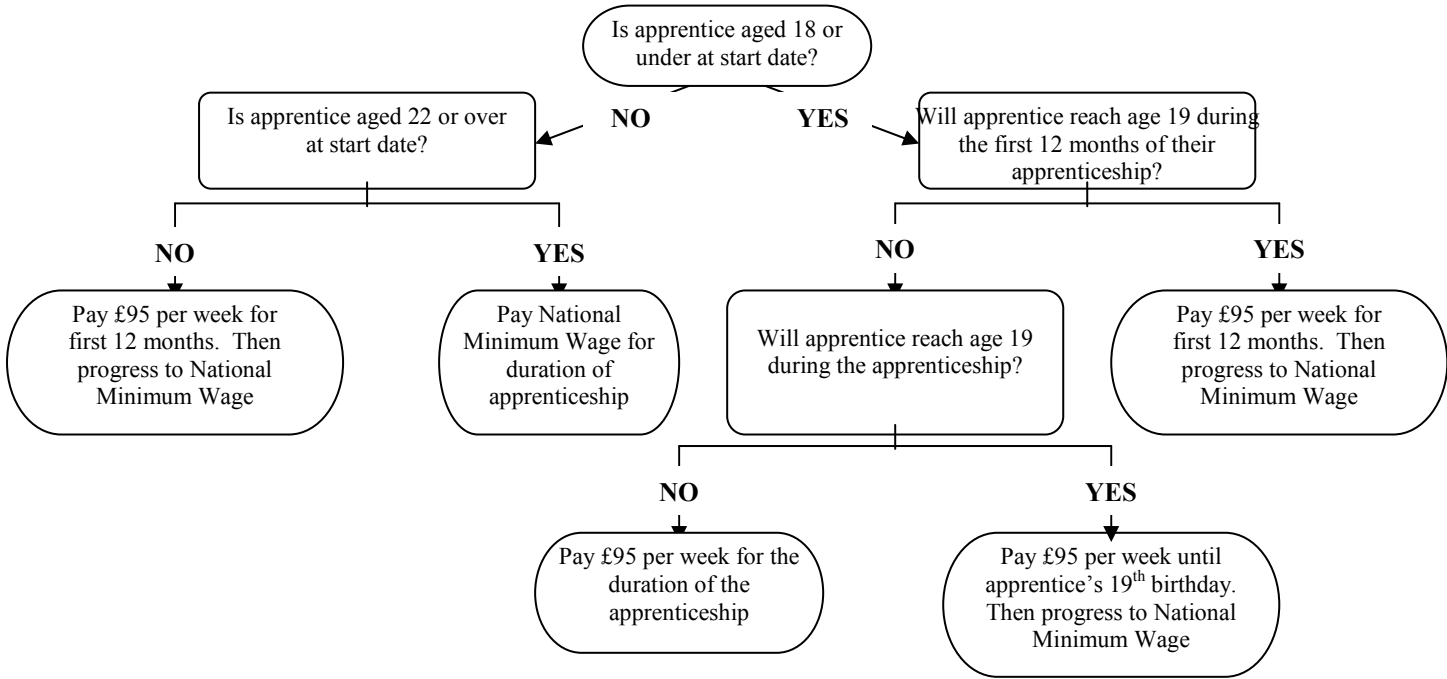
Land-based Service Engineering
Learning & Development / Direct Training and Support
Management
Man-made Fibres
Manufacturing (Engineering)
Marine Industry
Meat and Poultry Processing
Mechanical Engineering Services: Plumbing
Metals Processing
Motor Industry (Vehicle Body and Paint Operations)
Motor Industry (Vehicle Fitting)
Motor Industry (Vehicle Maintenance and Repair)
Motor Industry (Vehicle Parts Operation)
Motor Industry (Vehicle Sales)
Newspaper
Occupational Health and Safety
Oil and Gas Extraction
Operating Department Practice
Optical Manufacturing Technician
Paper Manufacturing
Payroll
Personnel Support
Pharmacy Technicians
Photo Imaging
Photography & Photographic Processing
Physiological Measurement Technology
Polymer Processing
Polymers/Signmaking
Ports Industry
Print & Printed Packaging
Procurement
Production Horticulture
Providing Financial Services
Rail Engineering
Rail Transport Operations
Residential Estate Agency and Residential Property Letting & Management Agency
Retail
Road Haulage and Distribution
Safety, Security and Loss prevention
Sales and Telesales
Sea Fishing
Security Systems
Signmaking
Sport, Recreation & Allied Occupations
Steel & Metals Industry
Surface Coatings Industry
Telecommunications
Textile Industry
Textiles
The Equine Industry
Timber Industry
Travel Services
Water Industry (Process Operations)
Wholesale, Distribution, Warehousing & Storage

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Appendix 3 - Rates of Pay for Office-Based Apprentices

Age	Rate of Pay
16-18	£95 per week for duration of apprenticeship
19-21	£95 per week for first 12 months of apprenticeship, National Minimum Wage thereafter
22-25	National Minimum Wage for duration of apprenticeship

Guidance Flowchart



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The following elements are included within the Apprenticeship Programme.

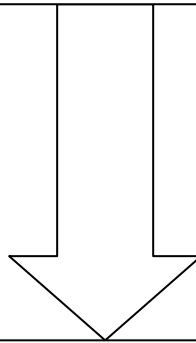
Accelerated Programme Led Pathway (APLP)

APLP is for young people aged 16 – 18 who are not in education, employment or training (NEET). This programme will provide the skills and knowledge they need to apply successfully for an Apprenticeship.

The young person will work with a training provider to improve their skills and knowledge. They will also complete an eight week placement with Sefton MBC.

Placements for the young person can vary from 16 – 30 hours.

During this programme the young person will be in receipt of Education Maintenance Allowance (EMA) therefore there will be no cost to Sefton MBC



Programme Led Apprenticeships (PLPs)

PLPs enable employers who may not be able to support Apprentices through a whole Apprenticeship framework.

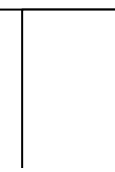
Programme led apprenticeships are found to be an important alternative to traditional employer led apprenticeships, providing a path for young people who may find it difficult to gain employment.

The survey reveals that the majority of employers are positive about the impact of programme led apprenticeships. Learners were found to be better prepared to meet the challenges of the workplace

Office for Standards in Education, Children's Services and Skills
(OFSTED)07/08

The aim of the PLP is to assess the young persons attitude, behaviour and commitment. This element of the Apprenticeship will be for a minimum of 4 weeks and a maximum of 13 weeks depending on the young person.

During this programme the young person will be in receipt of Education Maintenance Allowance (EMA) therefore there will be no cost to Sefton MBC



Employer Led Apprenticeships (ELAs)

ELAs ensure the workforce has the practical skills and qualifications required now and in the future.

The National Apprenticeship model is designed to:

Improve productivity
Motivate the workforce
Provide relevant training for employees
Avoid skills shortages

- 77% of employers believe apprenticeships make them more competitive;
- 76% say that apprenticeships provide higher overall productivity;
- 80% feel that apprenticeships reduce staff turnover;
- 83% of employers rely on their apprenticeships programme to provide the skilled workers that they need for the future;

LSC (Populus. February 2008)

The Public Sector Skills Challenge

The case for Apprenticeships

- Developing the skills of local people
- Bringing young people into the workforce
- Training the current workforce and growing the workforce of the future
- Increasing staff morale, productivity and retention

The ELA component of this apprenticeship model will build on the skills the young people have previously acquired, it will provide the necessary 'real life' experience within a 'real work' environment. The ELA programme will last for a maximum of 7 weeks and a allowance of £95.00 per week.

SEFTON METROPOLITAN BOROUGH COUNCIL

JOB DESCRIPTION

Department	Personnel
Location	Merton House
Section	Corporate Learning & Development Unit
Post	Apprenticeship Co-ordinator
Grade	SO2

Responsible to	Work Based Learning Manager
Responsible for	-

JOB PURPOSE

To maximise the training, development and employment opportunities for young people in Sefton.

MAIN DUTIES

- 1 To raise awareness of and promote Apprenticeships in Sefton Council working closely with Personnel and departmental managers.
- 2 To increase the number of young people employed by the Council in training via the 'Passport to Move On' model
- 3 To work closely with training providers to ensure high quality training is provided to young people employed by the Council
- 4 To monitor and report on progress for both individuals and departments.
- 5 To organise and deliver employability skills to all Apprentices on the 'Passport to Move On' programme
- 6 To work with departments to identify entry-level posts that could be "ring-fenced" as Apprenticeship posts
- 7 To work with partner organisations involved in supporting young people (e.g. Connexions Service) so as to increase the pool of young people coming forward for employment
- 8 To represent the Council in appropriate forums relevant to the post holder's area of responsibility
- 9 To measure outcomes against agreed success measures

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Appendix 6

Person Specification

Post: Apprenticeship Co-ordinator

Department: Personnel

Division: Corporate Learning & Development Unit

Personal Attributes required	Essential (E) or Desirable (D)	Method of Assessment
<u>Qualification/Training</u>		
• Project Management	D	AF/I
• ECDL or equivalent	D	AF/I
<u>Experience</u>		
• Implementing effective Apprenticeship Programmes	E	AF/I
• Working effectively with people of different levels, abilities and perspectives	E	AF/I/T
• Working in a local government culture and environment	E	AF/I
<u>Skills/Knowledge/Aptitudes</u>		
• Apprenticeship Frameworks	E	AF/I
• Presentation Skills	E	AF/I
• Giving and receiving constructive feedback	E	AF/I
• Ability to initiate and maintain effective working relationships with colleagues, clients and customers	E	AF/I/T
• Ability to assess participant learning and performance	E	AF/I
• Knowledge of training and development	D	AF/I
• Interpersonal Skills	E	AF/I/T
• ICT skills	D	AF/I
• Ability to produce written information to a high standard	E	AF/I
• Ability to effectively manage time, for example, manage own workload, deal with multiple priorities, plan and implement actions	E	AF/I
• Project working skills	E	AF/I
• Ability to gather and present information	E	AF/I
• Influencing skills	E	AF/I/T
<u>Special Requirements</u>		
• Occasional work required during the evening and weekends, eg careers fairs		

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Appendix 6

Agenda Item 7

REPORT TO: CABINET MEMBER - CORPORATE SERVICES

DATE: 14th October 2009

SUBJECT: POLICY ON THE INTRODUCTION AND USE OF C TRACKING DEVICES IN COUNCIL VEHICLES

WARDS AFFECTED: All

REPORT OF: PERSONNEL DIRECTOR

CONTACT OFFICER: MARTIN MURPHY
PRINCIPAL HR MANAGER

EXEMPT/CONFIDENTIAL: No

PURPOSE/SUMMARY:

- (i) To secure agreement on a policy for the introduction and use of C Tracking systems in Council vehicles

REASON WHY DECISION REQUIRED:

- (i) There is no currently agreed policy to cover the introduction and use of these devices, particularly in relation to matters of employee conduct.

RECOMMENDATION (S):

- (i) That the Policy attached at Annex A is adopted.

KEY DECISION: No

FORWARD PLAN: Not appropriate

IMPLEMENTATION DATE: Following the expiry of the "call-in" period for the Minutes of the meeting.

ALTERNATIVE OPTIONS: None.

IMPLICATIONS:

Budget/Policy Framework: None

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Financial: None

CAPITAL EXPENDITURE	2006/ 2007 £	2007/ 2008 £	2008/ 2009 £	2009/ 2010 £
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
REVENUE IMPLICATIONS				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? When? Y/N				
How will the service be funded post expiry?				

Legal: The Council is legally obliged to ensure that any information gathered on employees through the use of such systems is held in a safe and secure manner.

Risk Assessment: The absence of a policy renders the council at risk of a challenge at Employment Tribunal, should information gathered from the system be used to terminate an employee's contract

Asset Management: None

CONSULTATION UNDERTAKEN/VIEWS: LEGAL DIRECTOR FINANCE DIRECTOR

CORPORATE OBJECTIVE MONITORING:

Corporate Objective		Positive Impact	Neutral Impact	Negative Impact
1	Creating a Learning Community		✓	
2	Creating Safe Communities		✓	
3	Jobs and Prosperity		✓	
4	Improving Health and Well-Being		✓	
5	Environmental Sustainability		✓	
6	Creating Inclusive Communities		✓	
7	Improving the Quality of Council Services and Strengthening local Democracy		✓	
8	Children and Young People		✓	

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT
None

BACKGROUND:

1. In 2009 a decision was taken to introduce Tracking devices into a number of Council vehicles in the Security Force and Environmental Protection Departments. The tracking system, known as C Tracking, uses GPS satellite technology to track the whereabouts of a vehicle fitted with such a system. As well as supplying real time vehicle location and historical movements, the system provides the following benefits:
 - Departments are able to obtain significant performance management information on the performance of their fleet.
 - Information can be provided that can be used to prove that core work has been carried out, if complaints are received, and information can also be made available to the public, via the Council's Contact Centre, should disruption of operational activities arise.
 - Information can be provided which can help to identify the most practical, economical and therefore financially beneficial solution to service delivery for the benefit of the Council and residents.
 - The system can also be used to substantiate claims for external funding where such projects are entered into by the Council.
 - The system provides a mechanism for identifying and locating the whereabouts of Council staff that may need to be contacted in an emergency.
 - Information is provided which can be used to diminish the vulnerability of lone workers.
2. Concerns were expressed by the trade unions that such systems were being used without the cover of an appropriate policy, and it was agreed at the Joint Trade Union Forum that management would draw up a suitable policy to cover the introduction and use of such devices. It has not been possible to reach an agreement with the trade unions about the wording of such a policy, and the matter has therefore been brought to the Cabinet Member for resolution of this issue. Management in Environmental Protection are keen to extend the use of tracking devices to as many vehicles as possible, where this is operationally and economically viable, (e.g. the Dog Warden service) but do not want to proceed with such installations until an appropriate policy is in operation.
3. At the heart of the trade union concerns is the issue of whether evidence gathered from such devices can be appropriately used in misconduct hearings involving their members. It is the view of management that if evidence of potential misconduct comes to light from information gleaned from a tracking device, this cannot be ignored and is a legitimate part of any misconduct investigation and subsequent hearing. The policy, which is attached at Annex A, seeks to make this clear, and builds in appropriate safeguards to ensure that information gathered from such devices is used responsibly and with appropriate restraint. The Policy also seeks to ensure that all employees whose movements might be monitored by such systems are made fully aware of the system, and are enabled to view the system in operation.

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4. Despite these safeguards being built into the Policy, it has not been possible to reach an agreement with the Trade Unions. The Unions have therefore been invited to submit their own comments and reasons for disagreement to the Cabinet Member.

5. **Recommendations**

The Cabinet Member is requested to agree that the Policy attached at Annex A is approved with immediate effect.

ANNEX A

POLICY ON THE INTRODUCTION AND USE OF C TRACKING DEVICES IN COUNCIL VEHICLES

C Tracking System

1. In 2009 the Council took the decision to introduce C Tracking devices into a number of its vehicles in the Security Force and Environmental Protection Departments. This policy covers the acceptable use of these devices.
2. The C Tracking system uses GPS satellite technology to track the whereabouts of a vehicle fitted with such a system. As well as supplying real time vehicle location and historical movements, the system provides the following benefits:
 - Departments are able to obtain significant performance management information on the performance of their fleet.
 - Information can be provided that can be used to prove that core work has been carried out, if complaints are received, and information can also be made available to the public, via the Council's Contact Centre, should disruption of operational activities arise.
 - Information can be provided which can help to identify the most practical, economical and therefore financially beneficial solution to service delivery for the benefit of the Council and residents.
 - The system can also be used to substantiate claims for external funding where such projects are entered into by the Council.
 - The system provides a mechanism for identifying and locating the whereabouts of Council staff that may need to be contacted in an emergency.
 - Information is provided which can be used to diminish the vulnerability of lone workers.
3. The purpose of this Policy is to ensure that the C Tracking system is used appropriately, and for the purposes for which it was installed. Such purposes may include the provision of information where relevant for the conduct of disciplinary, grievance and capability procedures.

Scope of Policy

4. The Policy relates to all Council employees who use C Tracking devices to monitor Council vehicles, and to all employees who drive or are passengers in such vehicles. The Policy is commended to Schools for their individual adoption.

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5. The policy should be read and understood in conjunction with all other relevant Council procedures, in particular the Council's Information and ICT Security Policy.

Introduction and use of C Tracking devices

6. No C Tracking device will be fitted to a council vehicle, unless an appropriate business case is established for the use of such a device.
7. If it is intended to fit C Tracking devices into any Council vehicle, this information will be provided in advance to the relevant Trade Unions for their information.
8. If it is intended to fit C Tracking Devices to any Council vehicle, all Council employees whose movements and performance could be monitored.
9. by such devices will be informed of this decision in advance of the installation. Affected employees will be provided with an explanation of how the system will be used and how personal information that is gathered from the system will be securely stored. Affected employees will be provided with a copy of this policy.
10. All employees whose movements and performance could be monitored by the use of C Tracking will have the right to view the system in operation by prior arrangement with their line manager.
11. All information that is obtained from the use of C Tracking will be held in a safe and secure manner, which observes the principles of the Data Protection Act.
12. Information obtained from the System will only be used for the purposes for which it was intended, as set out in the original business case. Any misuse of such information will be subject to appropriate disciplinary procedures.
13. In addition to the above, information obtained from the system may be used in Disciplinary, Grievance and Capability Proceedings where its relevance to the matter in question can be established. Where it is intended to use such information in Proceedings, the Procedures relating to the advance disclosure of such information will be adhered to. Individuals against whom such information may be used in such Proceedings will have the right to interrogate the system for any counter evidence or mitigating evidence that they wish to advance. The use of evidence gathered from C Tracking systems in Disciplinary proceedings will be used responsibly and restricted to those instances where misconduct of a more serious nature is being alleged.

14. Interference with the System for the purpose of distorting the information available to the Council will be considered a serious disciplinary offence.

Appeals Procedure

15. Any individual who believes that the system is being used inappropriately, and not for the purposes for which it was introduced, will have the right to challenge this use under the Council's Grievance Procedure. Such individuals will have the right to be represented in this Procedure by a trade union official or colleague.

Review of Policy

16. The Policy will be reviewed by the Personnel Director on an annual basis. Any proposed amendments will be subject to full consultation with the appropriate trade Unions.

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Agenda Item 8

REPORT TO: CABINET MEMBER - CORPORATE SERVICES

DATE: 14th October 2009

SUBJECT: CAR MILEAGE ALLOWANCES

WARDS AFFECTED: All

REPORT OF: PERSONNEL DIRECTOR

CONTACT OFFICER: MARTIN MURPHY
PRINCIPAL HR MANAGER

EXEMPT/CONFIDENTIAL: No

PURPOSE/SUMMARY:

- (i) To secure the formal approval of the Cabinet Member to the revised agreement on car allowances dated 29th July 2009.

REASON WHY DECISION REQUIRED:

- (i) An agreement to alter the national conditions of service in relation to the payment of car allowances has been reached with the local trade unions and this needs formal ratification

RECOMMENDATION (S):

- (i) That the Agreement attached at Annex A is approved
- (ii) That authorisation is given to develop further proposals to produce more environmentally friendly and cost effective employee transport initiatives.

KEY DECISION: No

FORWARD PLAN: Not appropriate

IMPLEMENTATION DATE: Following the expiry of the “call-in” period for the Minutes of the meeting

ALTERNATIVE OPTIONS: None.

IMPLICATIONS:

Budget/Policy Framework: It is anticipated that changes agreed will realise savings for the Council. Savings will begin to occur in 2010 but will not be fully realised in terms of the Councils budget until 2012 with the removal of the top mileage band. Details of savings are attached at Annex C

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Financial:

The proposed changes are expected to generate real cost savings over a number of financial years. However, given the current level of overspending on these budgets it is only anticipated that a real revenue budget saving will be generated in 2012/13 when the top rate allowance for casual users is removed. The saving in this year could be in the region of £36,000 rising to £132,000 from 2013/14 onwards assuming no increase in car usage.

CAPITAL EXPENDITURE	2009/ 2010 £	2010/ 2011 £	2011/ 2012 £	2012/ 2013 £
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
REVENUE IMPLICATIONS				
Gross Increase in Revenue Expenditure				-36
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? When?				
Y/N				
How will the service be funded post expiry?				

Legal: None

Risk Assessment: This change has been agreed to by the trade unions, so risk of damage to employee relations is minimised. The financial projections are based upon the assumption that car usage will not increase over time. If car mileage claims increase the identified savings may not materialise.

Asset Management: None

CONSULTATION UNDERTAKEN/VIEWS:

FINANCE DIRECTOR – FD 174 The Finance and Information Services Director has been consulted and his comments have been incorporated into this report

CORPORATE OBJECTIVE MONITORING:

Corporate Objective		Positive Impact	Neutral Impact	Negative Impact
1	Creating a Learning Community		✓	
2	Creating Safe Communities		✓	
3	Jobs and Prosperity		✓	
4	Improving Health and Well-Being		✓	
5	Environmental Sustainability	✓		
6	Creating Inclusive Communities		✓	
7	Improving the Quality of Council Services and Strengthening local Democracy		✓	

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8	Children and Young People		✓	
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LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

None

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A. Background

1. This matter was previously debated at the Cabinet Member meeting of 5th March 2008 when the following resolution was agreed: "That the proposals to restrict Departmental spending on car mileage for 2008/09 and to undertake a review of car user categorisation as detailed within the report be approved". This report outlines the outcome of the car user categorisation review and seeks approval of the negotiated agreement to amend this categorisation.
2. The review has been undertaken by a joint working group made up of Officers from the Personnel and Technical Services Departments and representatives from the local trade unions, who nominated UNISON to represent them.
3. The Cabinet Member will be aware that car allowances form part of the National Agreement on Pay and Conditions of Service, known as the 'Green Book'. Car allowances are a Part 3 provision in the Green Book, which means that 'they may be modified by local negotiation' (Part 1 PRINCIPLES). Car allowances are currently either essential where 'an employee's duties are of such a nature that it is essential for them to have a motor car at their disposal whenever required' or casual where 'it is desirable for an individual to have a car available when required'. Essential users receive a nationally agreed lump sum in addition to their mileage allowance, which is calculated according to the cubic capacity of their engine. Casual users receive an allowance for each mile they undertake on authorised council business.
4. The joint working group has met on a number of occasions and progress has been shared with the Joint Trade Union Forum and with trade union regional officers. The proposals emanating from the working group have also been the subject of consultation with Strategic and Service Directors.
5. Following the above discussions and consultation, an Agreement, which is attached at Annex A, was drawn up by representatives of the Personnel Department. This Agreement was signed by the trade Unions on 29th July 2009, and with the verbal agreement of the Cabinet Member was brought into effect on 1st September 2009. All users immediately affected by this agreement were written to, and a copy of this letter is included as Annex B for information. Details of the Agreement have also been widely publicised on the staff intranet system.

B. The Agreement

6. The effect of the Agreement is as follows:
 - To withdraw essential car user status to all qualifying employees on a phased basis
 - To redefine the contractual agreement to have a vehicle available for work
 - To remove the top casual car band from all employees from September 2012
 - To commit the Council and the Trade Unions to on-going discussions to produce more environmentally friendly and cost effective employee transport initiatives

7. Given that essential car allowances are part of the National Agreement, it is the view of your Officers that this Agreement is a significant achievement, and indeed one that is being strongly resisted by the Unions in other Authorities who are trying to achieve a similar outcome. The Unions should be applauded for the positive approach they have shown in this matter, which has not been without criticism from some of their members.
8. It is important that this Agreement is viewed as part of an ongoing process to achieve financial savings for the Council, as well as deliver more environmentally friendly transport arrangements for employees. The working group will continue to meet on a regular basis and will be exploring the possibility of increased use of low emission pool vehicles, and initiatives to encourage employees to make greater and more effective use of public transport. Further reports on these and related initiative will be reported to the Cabinet Member in due course.

C. FINANCIAL IMPLICATIONS

9. Annex C details the projected cost savings from the proposals. The proposals will produce savings for the Council in two stages. The removal of the essential lump sum allowance based upon 2008/09 data will produce expected cost savings of approximately £3,500, £97,000 and £119,000 in 2009/10, 2010/11 and 2011/12 respectively. The removal of the top rate casual car allowance in 2012/13 based upon 2008/09 data will produce an expected cost saving of £133,000 in 2012/13 increasing to £229,000 in 2013/14. These savings do not take into account any potential cost implications from continuing discussions surrounding the agreement, such as the use of pool vehicles.
10. Although the proposals are likely to generate real cost savings for the Council this will not necessarily translate into budget savings. In 2008/09 the Council significantly overspent its car allowance budgets and data produced for this report indicate a similar position for 2009/10. Extrapolating this overspend forward in comparison to the savings identified above show that a real budget saving of £36,000 may only begin to be generated in 2012/13, increasing to £132,000 in 2013/14. These car allowance budget savings should be considered in the context of the £125,000 budget savings already agreed during the 2008/09 budget process.

D. RECOMMENDATION

11. The Cabinet Member is requested to:
 - i) Formally approve the Agreement at Annex A
 - ii) Authorise further discussions to produce more environmentally friendly and cost effective employee transport initiatives.

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AGREEMENT BETWEEN SEFTON METROPOLITAN BOROUGH COUNCIL (HEREINAFTER REFERRED TO AS 'THE COUNCIL') AND UNISON, GMB AND T&G UNITE (HEREINAFTER REFERRED TO AS 'THE TRADE UNIONS') CONCERNING CAR MILEAGE ALLOWANCES

A PURPOSE

The purpose of this Agreement is to:

- 1) Withdraw essential car user status on a phased basis to all employees.
- 2) Redefine the contractual requirement to have a vehicle available for work
- 3) Remove the top casual car user band from all employees from 1/09/2012
- 4) Commit the Council and the Trade Unions to on-going discussions to produce more environmentally friendly and cost effective employee transport initiatives

B SCOPE

All employees of the Council, other than teachers and other staff employed in schools.

C OPERATIVE DATE

The withdrawal of essential user status will be implemented with 3 months notice from 1/09/2009 in the manner described in Section D. The withdrawal of the top casual user band will be implemented from 1/09/2012.

D REVISED ALLOWANCES

- (i) Essential user car status, as defined within the various applicable national terms and conditions, will be withdrawn on a phased basis over nine months commencing at the end of the notice period. The phasing is as follows:

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First three months period	Dec- Feb09	Full lump sum allowances
Second three months period	March- May 2010	Two thirds of lump sum allowance
Third three months period	June- August 2010	One third of lump sum allowance

The current essential car user mileage rates will be replaced during this period by a local arrangement (Appendix 1) that will taper the mileage rate upward in proportion to the reduction in the lump sum allowance. At the end of the period the casual user rate appropriate to the size of the vehicle will apply.

- (ii) The top casual car user band will cease on 1st September 2012 other than in relation to exceptional cases where the nature of the job creates a genuine and demonstrable business need for a higher cubic capacity vehicle.
- (iii) On the cessation of the essential user allowance employees identified on the emergency plan will have the option, if called out, to use their own vehicle (at the applicable casual rate(s) at the time), or a taxi, or to be transported by Sefton Security.
- (iv) New starters, job changers (who are appointed to posts designated as car users) and occasional users will be restricted to the bottom two car mileage bands from 1/09/09
- (v) Motor cycle allowances will be increased by 20% from 1/09/09. The top motorcycle band will cease on 1st September 2012.
- (vi) For those employees required to have a vehicle available as an essential job requirement, a contractual provision will be made in their terms of employment. This is irrespective of the fact that the payment (to all car users) will be at the casual rates applicable at the time.
- (vii) The 50% out of Borough mileage rate will be maintained relative to the rates applicable at the time.
- (viii) A pilot study will be conducted in the Children's Services Emergency Duty Team (EDT), all of who are currently essential users. The study will relate to the use of a pool (hybrid) vehicle. This study will take place during the twelve weeks notice period referred to in paragraph 1 above. During this period the employees in question will continue to receive their lump sum

allowance and will receive a mileage allowance based on the average of the previous three-month's claim.

- (ix) Further discussion will take place to address the position of Children's Services Escort Officers. These staff will be offered the option of a car leasing arrangement or casual car user status (with no reduction for out of Borough mileage). Should either officer elect to take up casual user status, this will be available as long as the officer maintains his current vehicle. Should the officer elect to change his vehicle casual user status will be removed from the post and a lease car provided.
- (x) Further discussions will take place in relation to Trading Standards Officers and the remuneration available for work in excess of the standard working week.
- (xi) Further discussions will take place in relation to those officers in receipt of essential user allowance who have entered into loan arrangements in the previous 12 months to purchase new vehicles.

E FUTURE ARRANGEMENTS

The Management/Trade Union Car Allowance Working Party will continue to meet and will develop an action plan to consider and realise further environmentally friendly and cost effective employee transport initiatives, including:

- Use of low emission pool vehicles
- Travel Passes in place of excess travel expenses
- Promotion of car sharing
- Car loans restricted to purchase of low emission vehicles
- A vehicle allowance scheme related to emissions
- Revised vehicle user guidelines
- Loans for employees to purchase annual travel passes

F AGREEMENT

This Agreement is made on _____ by the following persons on behalf of the Council and the trade unions:

.....
For the Council (Personnel Director)

.....
For UNISON

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.....
For GMB

.....
For T&G UNITE

Agenda Item 8

Car Mileage Rate Proposals

APPENDIX 1

Engine Size	Sept 2009 /Nov 2009	Dec2009/Feb 2010	March2010/May 2010	June2010/August 2010	September2010
1200+cc					
Lump sum	97.50 pcm	97.50 pcm	65 pcm	32.50 pcm	NIL
Mileage Rate	46.4	46.4	50	54.6	60.1
1000-1199cc					
Lump sum	75.50 pcm	75.50 pcm	50.32 pcm	25.16 pcm	NIL
Mileage Rate	37.1	37.1	40.6	44.1	47.7
451-999					
Lump sum	66.25 pcm	66.25 pcm	44.16pcm	22.08 pcm	NIL
Mileage rate	33.6	33.6	36.7	39.8	42.9
Rates after 8,500 miles remain unchanged					

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Agenda Item 8

Personnel Department

1st Floor Merton House
Stanley Road,
Bootle, Merseyside, L20 3DL

PRIVATE

«Title» «FirstName» «LastName»
«Address1»
«Address2»
«City»
«PostalCode»

Date: 17th August 2009

Our Ref: MF/SM/JM73

Your Ref:

Please contact: Mike Fogg

Contact Number: 0151 934 3398

Fax No: 0151 934 3396

e-mail:

mike.fogg@personnel.sefton.gov.uk

Dear «Title» «LastName»

Re: Formal Notice Of Removal Of Essential Car User Status

I am writing to formally give you notice that from 1st September 2009, the Council will be beginning the process of terminating your essential car user allowance. This follows an agreement that was reached in consultation with the recognised Trade Unions (UNISON, GMB and T&G UNITE) on 29th July 2009. Please find enclosed a copy of the Agreement for your information. This letter and the Agreement attached therefore alters your entitlement under your terms and conditions in respect of essential car allowance.

This decision has not been taken lightly, and has been the result of protracted negotiations with the Trade Unions. The decision reflects the difficult financial situation that the Council currently finds itself in, as well as a desire to move ultimately to a system of employee transport, which is more environmentally friendly and sustainable. The Council has committed itself to ongoing discussions with the Trade Unions to achieve this end.

You will see from the Agreement that the Council has endeavoured to ensure that this change to your contract is phased in over a reasonable period of time, and you will not transfer to the appropriate casual user rate until September 2010. Your lump sum payment will be reduced on a phased basis beginning in March 2010, but there will be a commensurate rise in your mileage rate to compensate for this, until September 2010 when the transfer will be complete. You will see from the Agreement that it is the Council's aim to remove the top casual car mileage band in September 2012, but you will receive separate notice in relation to this change. The Council has also resolved that the top casual rate will not be available to new starters or to job changers from 1st September 2009 (unless they have been offered and accepted a post before receipt of this letter).

In the negotiations that have taken place, the Trade Unions have raised their concerns that some employees may have taken out car loans in the last 12 months, on the basis of an expectation that they would continue to receive essential car user status throughout the period of the loan, and factored this allowance into their decision to take out a loan.

Cont'd.....

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Although the Council cannot at this stage guarantee to compensate any individual who falls into this category, I have agreed with the Trade Unions that it will be a subject for further discussion, and therefore if you fall into this category (i.e. have taken out a car loan privately or with the Council in the last 12 months) and you want me to consider your situation, please provide me with the relevant information as soon as possible.

I would be grateful if you would acknowledge receipt of this letter on the attached acknowledgement slip, and return it to your Business support Unit as soon as possible.

If you have any particular questions or concerns about this Notice, please do not hesitate to contact Martin Murphy by email (martin.murphy@sefton.gov.uk) or by phone on extension 3977. I am sure that if you are in a Trade union, your union representative will also be available to answer any questions you may have, or have them answered on your behalf.

Yours sincerely

A handwritten signature in black ink that reads "Michael Fogg". The signature is written in a cursive style with a horizontal line underneath the name.

M H FOGG
PERSONNEL DIRECTOR

I acknowledge receipt of this Notice of amendment to my contract, which follows a collective agreement reached with the recognised Trade Unions on 29th July 2009

Signed

Date

Car Mileage Scheme

Table 1 - Estimated saving from removal of essential user allowance

	2008/09 Actual £	2009/10 Estimate £	2010/11 Estimate £	2011/12 Estimate £	2012/13 Estimate £
Assumed Car Mileage Costs	959,604	960,305	983,964	990,863	990,863
<i>Increased mileage costs based on 2008/09 usage</i>	XXXX	701	24,360	31,259	31,259
Lump Sum Costs	150,967	146,711	29,354	0	0
<i>Decrease in the lump sum cost based on 2008/09</i>	XXXX	-4,256	-121,613	-150,967	-150,967
Total Cost	1,110,571	1,107,016	1,013,318	990,863	990,863
Total Saving for the Council based on 2008/09 figures	XXXX	-3,555	-97,253	-119,708	-119,708

Table 2 - Estimated saving from removal of casual user top rate

	2008/09 Band 3 Miles	2012/13 Rates £	Total Cost £
Assumed Band 3 usage based on 2008/09			
<i>General Miles</i>	1,420,354	0.601	853,633
<i>Out of Borough Miles</i>	853,633	0.301	256,517
Increased Band 2 costs after the removal of Band 3			
<i>General Miles</i>	1,420,354	0.477	677,509
<i>Out of Borough Miles</i>	853,633	0.239	203,591
Saving per annum			-229,049
2012/13 saving (7 months Sept - March 2013)			-133,612

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Agenda Item 9

REPORT TO: CABINET MEMBER – CORPORATE SERVICES

DATE: 14 October 2009

SUBJECT: GRANT APPLICATIONS FOR FINANCIAL ASSISTANCE
(Grants to Voluntary Organisations)

WARDS AFFECTED: ALL

REPORT OF: Andy Wallis – Planning and Economic Regeneration
Director

CONTACT OFFICER: Steph Prewett – Assistant Director- Neighbourhoods
0151 934 3485

**EXEMPT/
CONFIDENTIAL:** No

PURPOSE/SUMMARY:

To inform the Cabinet Member that there has been an increase in the emergency fund and of an application for the Grants to Voluntary Sector Emergency Fund.

REASON WHY DECISION REQUIRED:

To respond to grant applications received.

RECOMMENDATION(S):

That the Cabinet Member:

- (i) Note that the emergency fund has increased from £8,815 to £10,215
- (ii) Considers the application and makes a decision based on the outcomes of the assessment.
- (iii) Apply a condition of grant that any future applications by Crosby Scouts and Guides Club will need evidence that other funding sources have been sought and applied for, and provide details as to why they have been unsuccessful. (The Neighbourhoods Division will signpost the group to funding information sources).

KEY DECISION: No

FORWARD PLAN: Not appropriate

IMPLEMENTATION DATE: Following the expiry of the “call in” period for the minutes of this meeting

ALTERNATIVE OPTIONS:

Members have discretion on whether or not to allocate funds at this stage.

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IMPLICATIONS:

BUDGET/POLICY FRAMEWORK: NA

FINANCIAL:

<u>CAPITAL EXPENDITURE</u>	2009/ 2010 £	2010/ 2011 £	2011/ 2012 £	2012/ 2013 £
Gross Increase in Capital Expenditure				
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<u>REVENUE IMPLICATIONS</u>				
Gross Increase in Revenue Expenditure				
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? Y/N	When?			
How will the service be funded post expiry?				

LEGAL: None from this report.

RISK ASSESSMENT: NA

Asset Management: Grant allocations from this budget can assist in maintaining the quality of the Council's assets.

CONSULTATION UNDERTAKEN/VIEWS

The Finance & IS Director has been consulted and his comments have been incorporated into this report- FD171

CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community	✓		
2	Creating Safe Communities	✓		
3	Jobs and Prosperity	✓		
4	Improving Health and Well-Being	✓		
5	Environmental Sustainability	✓		
6	Creating Inclusive Communities	✓		
7	Improving the Quality of Council Services and Strengthening local Democracy	✓		
8	Children and Young People	✓		

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

Application form

Agenda Item 9

1. BACKGROUND:

- 1.1 At the cabinet meeting of 22 July 2009, it was agreed that £8,815 of the Grants to Voluntary Organisations Fund budget be kept aside as an emergency fund. The emergency fund could be accessed by community and voluntary organisations in need of emergency funding and would be considered by the Cabinet member on an individual basis.

2. CURRENT POSITION:

- 2.1. Bootle, Litherland and Netherton Junior Football League were awarded £1,400 at the last Cabinet meeting on 22 July 2009. However, the organisation was unhappy that they did not receive the full amount they applied for and declined the funding allocated.
- 2.2. This means that an additional £1,400 has been added to the emergency fund. The total amount in the emergency fund now stands at £10,215.
- 2.3. The Neighbourhoods Division has received one request for emergency funding from Crosby Scouts and Guide Club for £3,000 for 2009/10. The group stated that they would like to receive funding for three years. However, the Neighbourhoods Division informed the group that Cabinet Member for Corporate Services had agreed to only consider applications for this financial year due to the increase in the number of applications and the budget available.
- 2.4. The application is attached for consideration. It is for storage charges, service charges and costs towards activities to encourage wider membership that has reduced in recent times due a number of issues beyond the control of the organisation. At present the group has a very limited income source mainly derived from membership subscriptions, which is down to around 20 members. If funding could not be found this could result in the group being unable to meet its financial requirements for this year in terms of the storage and service charges.
- 2.5. The assessment undertaken by the Neighbourhoods Division recommends that the resources should be awarded to the Crosby Scouts and Guides Group this year. However, this is to enable them to make robust plans to secure alternative sources of income in the future. The Neighbourhoods Division recommend that this should be a condition of grant and that if any future applications are made by the Group that evidence is supplied that they have actively considered and applied for other funding sources and why they have been unsuccessful.
- 2.6. Allocating funding for this project at £3, 000 would leave £7,215 in the emergency funding budget.

3. RECOMMENDATIONS

That the Cabinet Member:

- (i) Note that the emergency fund has increased from £8,815 to £10,215
- (ii) Consider the application from Crosby Scouts and Guides Club and make a decision based on the outcomes of the assessment.

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- (iii) Apply a condition of grant that any future applications by Crosby Scouts and Guides Club will need evidence that other funding sources have been sought and applied for, and provide details as to why they have been unsuccessful. (The Neighbourhoods Division will signpost the group to funding information sources).

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Sefton Council 

grants to voluntary organisations

application for funding

complete this form as fully as possible and return it to:

Deborah Edwards, Grants to Voluntary Organisations
Neighbourhood Division, Sefton MBC, 1st Floor,
Magdalen House, Trinity Road, Bootle L20 3NJ

Name of responsible person/group
Crosby Scout and Guide Marina Club

Relationship to the group
Honorary Secretary

Contact person
George Simpson

Daytime telephone number
07775 608 294

Contact address
108 Park Road
Formby
Liverpool
L37 6AQ

Address where group meetings/activities take place

Crosby Lakeside Adventure Centre
Crosby Marina
Cambridge Road,
Waterloo,
Liverpool,
Merseyside L22 1RR

Are you

Other

a registered charity

an unregistered voluntary group

a community group

Company limited by guarantee

What does your group do?

Since 1974 we have provided sailing and kayaking at very low cost to the children of Sefton so that everyone may be included regardless of financial means. We are aware that we operate in a deprived area and that some children would not have the opportunity to sail and kayak if they had to pay normal market fees. Although we function under the umbrella of Scouts and Guides we are open to all children of Sefton.

We provide experience and tuition to Nationally recognised standards. We are a recognised Royal Yachting Association Training Centre and maintain a number of qualified volunteers certificated to RYA and British Canoe Union (BCU) standards. Tuition is provided free.

The children benefit by learning new skills, both practical and interactive. Their health and well-being is improved through increased physical fitness and being outdoors. They learn to take care of boats and equipment and thereby to take responsibility for their own safety and that of others.

Does your project involve children or vulnerable adults?

Our club is focused on children from the age of 10 years to about 20 years.

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We do offer "taster sessions" for other local children's groups to try out our water-sports both to give them experience and to, hopefully, attract new members.

What is the money for, how many people are you planning to benefit and how?
(please give description of the proposed project)

The club was a thriving community of about 100 children until a few years ago. We had teams sailing in the Scout National Sailing competitions, the Southport 24-hour race and the Junior 12-hour race. We brought home many certificates and numerous trophies. Many of our members have gone on to sailing, navy and maritime careers.

Over the last 5 years our numbers have fallen to about 20 members. This was due to falling water quality and the occurrence of toxic blue-green algae each summer when the Council closed the lake to us for prolonged periods. This was followed by the demolition of our premises and our move into poor, temporary accommodation for the last 2 years. Without any services, showers, etc. our ability to operate has been severely hampered and the club could not attract new members.

Our current problem is that we are being asked to find fees for storage and service charges amounting to £1000 each whilst the previous Council grant to us of £750 has not been paid for 2 years. Coupled to this is our loss of membership income – currently only £700 per annum.

Our intention is to move into the new premises and build up our membership again to 100. For this we need some financial help to pay the Council's fees which we have never had to find before and which our shoe-string budget cannot support. The money will enable us to concentrate on building up our club activities to the benefit of local children.

How do you know the community need and want this to happen?

The Club has been popular with local people for over 30 years.

It has a strong parent and helper support group made up of Sefton residents who have not only been active at the club in many ways themselves, but been vociferous in the press and Council meetings in support of our club when times have been difficult.

How will you make sure that people know what is going to happen and have a chance to get involved?

We actively inform and involve all our parents and helpers all the time. We have meetings whenever necessary to discuss issues. We encourage involvement as we could not operate without it. Every person involved in the Club is a volunteer who gives their time and assistance free.

We also have a website to keep people informed on a daily basis and to attract new membership. Please see www.crosbymarinaclub.org.uk.

How will you be able to prove how many people have benefited?

By looking at the rising number of members, attendance and the number undertaking formal training courses. However we anticipate only a gradual rise in membership over the next 5 years as we re-establish ourselves.

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Give start and end date and any key dates or events

The new accommodation is being made available to us incrementally over the next 2 weeks. We hope to be operating out of the new premises by the first weekend in October 2009.

Total cost of project
£6900 for the coming 3 years.

Amount of grant requested
£3000.00

Please give a break down of what you are planning to spend this on and when
New Storage Fees £1000 - due on request of centre operator. Not clear when.
New Service charge for club room £1000 – due on request of centre operator, probably April 2010
To make up Sefton MBC Grant shortfall of £775 which helped to cover some of our day-to-day expenses. (see accounts) such as:
*Boat insurance £1000+ due annually. (see accounts).
*Repairs, maintenance and miscellaneous equipment £510 approx. (see accounts).
*Training, *utility bills, *competition entries, *bank charges, etc.. (see accounts).

Have you asked any other organisations of applied to Sefton MBC for this under any other funds?
I'm sorry but I don't understand this question.

If the total cost of the project is greater than the amount requested have you secured the additional funds required? Please give a break down of whether you have confirmation from the funder that it is available.
No.

Do you receive other money from Sefton MBC and what is it for?
We have a long-standing agreement with Sefton MBC to provide an annual sum to enable us to offer our club facilities to all children of Sefton (within our specified age range). However this has not been forthcoming for the last 2 years and we cannot find out why.

Bank Name and Address

HSBC, 80 Coronation Road, Great Crosby, Liverpool, L23 5RH.

Group's Account Name

Crosby Scout and Guide Marina Club

Sort Code

40-29-17

Account Number:

11215027

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If your application is deemed to meet the criteria, the following supporting information must be provided:

- A copy of the group's latest bank statement plus end of year accounts.
- A copy of your organisation's constitution or aims and objectives or last recorded decisions.
- Copies of any supporting information which you have obtained to show that the amount of the grant you are requesting and the total cost of the project is accurate.
- If you are requesting funding for equipment/services above the value of £250 three written quotations are required. Please contact us if you need further clarification on this point.

important information to remember

If the application is successful you will be expected to provide information backed up by evidence showing what your project has achieved. Every six months you will be asked to do this and, if you have funding for more than one year, you will have to provide a more detailed report to show what has happened over the previous twelve months as well. The information in this will be used by Sefton MBC to see whether your next years grant will be released.

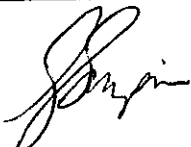

declaration

This must be signed by two members of the group, one of which must be the named contact on the first page of this application. We confirm that the information in this application is true and correct to the best of our knowledge and any grant received will only be used for the project named in the application. We also confirm that we will complete the evaluation form provided and return it on or before the agreed date and will provide written evidence of how the money has been spent.

We confirm we have submitted this form on behalf of the organisation and we are authorised to represent it.

We accept that by completing this form, the name of the organisation, the amount and type of any grant awarded, how the money will be spent, the decision date of the grant, the area and the people who will benefit, will be on public record.

These details are stored on a database for use by Sefton MBC and its partners to monitor grants paid to community and voluntary organisations. We accept and agree that the council may publish these details.

 Signature One	 Signature Two
Signed <div style="text-align: right; margin-top: 10px;"> George Simpson Date 19/9/09 </div>	Signed C.H. Lloyd <div style="text-align: right; margin-top: 10px;"> Date 19/9/09 </div>
On behalf of Crosby Scout and Guide Marina Club	On behalf of Crosby Scout and Guide Marina Club

Agenda Item 10

REPORT TO: Cabinet Member – Corporate Services

DATE: 14 October 2009

SUBJECT: Corporate Customer Contact – Use of 0845 pre-fix to Contact Centre telephone number

WARDS AFFECTED: All Wards

REPORT OF: Paul Edwards
Finance & Information Services Director
0151 934 4082

CONTACT OFFICERS: John Farrell
Assistant Finance & Information Services Director
0151 934 4339

Janet Barry
Customer Services Client Manager
0151 934 4337

EXEMPT/ CONFIDENTIAL: No

PURPOSE/SUMMARY:

To seek the views of the Cabinet Member in relation to the use of the current “0845” pre-fix to the Contact Centre telephone number.

REASON WHY DECISION REQUIRED:

The Citizen’s Advice Bureaux (CAB) have approached Members requesting that consideration be given to replacing numbers with a 0845 pre-fix with numbers that are less costly for people to contact by mobile phone.

RECOMMENDATION(S):

It is recommended that the Cabinet Member for Corporate Services:

- (a) Notes the contents of this report.
- (b) Considers whether there should be a change to the Council’s current Sefton Plus Contact Centre number.

KEY DECISION: No

Not Appropriate

FORWARD PLAN:

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IMPLEMENTATION DATE: Following the Expiry of the “call-in” period for the Minutes for this meeting.

ALTERNATIVE OPTIONS: N/A

IMPLICATIONS:

Budget/Policy Framework:

Financial:

<u>CAPITAL EXPENDITURE</u>	2009/ 2010 £	2010/ 2011 £	2011/ 2012 £	2012/ 2013 £
Gross Increase in Capital Expenditure	0.00	0.00	0.00	0.00
Funded by:				
Sefton Capital Resources				
Specific Capital Resources				
<u>REVENUE IMPLICATIONS</u>				
Gross Increase in Revenue Expenditure	0.00	0.00	0.00	0.00
Funded by:				
Sefton funded Resources				
Funded from External Resources				
Does the External Funding have an expiry date? Y/N	When?			
How will the service be funded post expiry?				

Legal: None

Risk Assessment: Risk Assessment will be undertaken as part of the management of the projects.

Asset Management: Not applicable as this will be managed under the existing contractual obligations.

CONSULTATION UNDERTAKEN/VIEWS

CORPORATE OBJECTIVE MONITORING:

<u>Corporate Objective</u>		<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		✓	
2	Creating Safe Communities	✓		
3	Jobs and Prosperity	✓		
4	Improving Health and Well-Being	✓		
5	Environmental Sustainability	✓		
6	Creating Inclusive Communities	✓		
7	Improving the Quality of Council Services and Strengthening local Democracy	✓		
8	Children and Young People		✓	

LIST OF BACKGROUND PAPERS RELIED UPON IN THE PREPARATION OF THIS REPORT

Customer Contract Strategy

Agenda Item 10

1. INTRODUCTION

- 1.1. In August 2009, Alan Toms of the Sefton Citizens Advice Bureau contacted a number of Members, requesting support for a national CAB campaign to reduce the cost of contacting Government (national and local) on a mobile phone.
- 1.2. In this communication the CAB referred to the Council's use of an 0845 number for the Sefton Plus Contact Centre (0845 140 0845), and the cost to residents of calling that number from a mobile phone. In particular, the communication advised / suggested that:
 - Sixty-five CAB from across the north of England have been collecting evidence of problems this causes clients.
 - Many CAB clients have a mobile phone but no land line.
 - The cost of calling an 0845 number from a mobile phone "can cost up to 40 pence per minute".
 - The cost of using a number with an "03" pre-fix is less costly.
- 1.3. CAB urged Sefton to make a policy to adopt 03 numbers in place of the current range.
- 1.4. Following an investigation of the issues raised, an update letter has been sent to all Members, and a copy of the letter is included in **Annex A** to this report.
- 1.5. The purpose of this report is to seek the Cabinet members views on the issues raised.

2. BACKGROUND TO USE OF 0845 NUMBER

- 2.1. The Council's Contact Centre went live on 5 April 2004, and the Cabinet Member for Corporate Resources meeting on 20 October 2004 considered a Customer Contact Progress Report. This report proposed that the "brand" for Customer Services in Sefton should be "Sefton Plus", and that proposal was agreed by the Cabinet Member.
- 2.2. In conjunction with the launch of the new brand for customer services in Sefton it was proposed that the Council simultaneously launched the new contact centre telephone number. The proposed number, **0845 140 0845**, was chosen because it is easy to remember and can be can be dialled from anywhere in the borough at local rate and without the need for an added prefix. This was considered particularly important given that Sefton (for telephony purposes) is split into two STD areas (01704 for Southport and 0151 for the south of the borough). The intention was that this number be introduced as part of a Council-wide re-numbering strategy, eventually becoming our principal published number. Existing published numbers could be diverted at no cost to the new number and, if appropriate, phased out over time.
- 2.3. This Cabinet Member meeting resolved (minute 38) that the Brand "Sefton Plus" be adopted and that the Contact Centre number **0845 140 0845** be used.

2.4. Since this decision the number 0845 140 0845 has been the single Sefton Plus Contact Centre number and had been widely advertised.

3. FINANCIAL IMPLICATIONS OF CHANGE TO THE USE OF THE 0845 CONTACT CENTRE NUMBER

3.1. Sefton MBC is charged £50.00 per month to use the 0845 number and the supplier agreement includes a standard revenue share clause providing Sefton MBC some modest income based on it's use. Currently this income averages £3000 per annum and is used to offset the cost of the 0845 number with any (small) balance being re-invested in developing better services for Sefton residents.

3.2. Contact has been made with BT, who have provided the following information in relation to calls to an 0845 number:

- From BT public telephone - charged at 4.6p per minute.
- From other network provider public telephone - up to 6.0p per minute.
- From private BT landline - generally free in BT packages.
- From mobile phones - 0845 numbers are charge at rates varying from 11.0p to 22.5p per minute depending upon tariffs.

3.3. Contact has been made with Telewest (the Council's telephony supplier) and they were less able to give specific costs due to the different service providers that can provide network services. They did say that public phone call charges varied between 5p and 7p per minute.

3.4. Numbers with an 03 pre-fix were introduced by OfCom to provide a set of numbers that had a consistent charge, and which could not exceed the national standard rate. They are not free, and the cost of calling from a mobile phone can be higher than calling from a land line, but calls may be included in call plan inclusive minutes (dependant upon the mobile phone company). Calls to an 03 number attract the national rate charge of 6.7 pence per minute from a landline, however these calls attract any discounts that a BT customer may be entitled to within their call package. The following information has been obtained from BT and Telewest on the cost of 03 numbers:

(a) **BT** - There is an initial install cost, which will depend on how memorable the number is that is chosen. A random number would be free to install. A memorable number incurs a charge depending on how memorable it is. There are 3 bands £500, £1500 or £3000 for a number from the most memorable group. There is also an ongoing rental of £10 per quarter, and a charge for incoming calls of 0.5 pence per minute. Based upon current usage the annual cost to the Council would be around £8500.

(b) **Telewest** - There is an initial install cost, which will depend on how memorable the number is that we choose. A random number would be free to install. A memorable number incurs a charge of £200. There is an ongoing rental of £2 per month for a number that was free to install, and a rental of £10 for a memorable number. The charge to Sefton for receiving incoming calls will depend on the number of calls received. The band selected is based on the

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assumption that calls volumes will increase through the rest of the year as further services are taken on and delivered through Sefton Plus. Based on the incoming calls to Sefton Plus for the first 6 months of 2009, the call cost would be £28,000.

- 3.5. If a decision were made to change from the current 0845 number, there would be additional costs, which the Council would incur in relation to publicity of the new number. Because the current **0845 140 0845** number has been widely publicised, there would need to be a new publicity campaign to publicise the new number. Currently the Contact Centre number is included in outgoing letters, publicity leaflets and on the side of most Council vehicles including buses, bin lorries and vans. The cost of changes to this publicity has not been estimated to date but would be significant.
- 3.6. Any increase in costs referred to above is not provided for in the Council's budgets.

4. OPERATIONAL IMPLICATIONS OF CHANGE TO USE OF CURRENT CONTACT CENTRE NUMBER

- 4.1. In view of the fact that the current number has been used since 2005, it is well known to the Council's customers and any change may cause a level of confusion, dependant upon the degree and success of publicity.
- 4.2. There will be implications in relation to technical reconfiguration required to change any current linkages from other Council numbers to the 0845 140 0845 number, although the extent of this work has not yet been quantified.

5. OTHER MATTER FOR CONSIDERATION

- 5.1. The Cabinet Member for Corporate Services Meeting on 16 September 2009 considered a report entitled "Corporate Customer Contact – Improving Access For Our Customers" and an extract of that report (below) refers to a planned development which will assist customers in contacting the Council:

"Providing greater choice through innovation - implementing hotlines as a contact channel to the Council."

The Service Provider will extend the hotline facility that currently exists at the two One Stop Shops to other locations to be agreed with the Council. This will allow a direct call to be made to Sefton Plus from other locations that may include leisure facilities, partner organisations or from PCT locations.

The aim of this is to:

- Extend range of access channels.
- Provide free of charge calls.

The Service Provider's overall aim is to extend the facility currently available in One Stop Shops across a range of Council facilities. It should be noted that telephony technology must be in place to support this project.

5. RECOMMENDATIONS:

5.1. It is recommended that the Cabinet Member for Corporate Services:

(a) Notes the contents of this report.

(b) Considers whether there should be a change to the Council's current Sefton Plus Contact Centre number.



Finance & Information Services Department

4th Floor Magdalen House
30 Trinity Road
Bootle
Merseyside, L20 3NJ

To: All Councillors

Date: 10th September 2009
Our Ref: F&ISD/kjs/cllrs-1009

Your Ref:

Please contact: Paul Edwards
Contact Number: 0151 934 4082
Fax No: 0151 934 4560
e-mail:

Dear Councillor,

Re: Cost of Calling Sefton's Contact Centre

Many of you will have received a communication from the Sefton Citizens Advice Bureau asking you to support the Citizens Advice National Campaign to reduce the cost in contacting government on a mobile phone.

In that communication it was suggested that it can cost up to 40p per minute to call an 0845 number from a mobile phone, and many CAB clients have no landline and rely on mobile phones to contact the Council. You will be aware that the Council's Sefton Plus contact centre number is 0845 140 0845.

I have provided some initial information to the Leaders, both in relation to costs associated with contacting the Council on an 0845 number, and comparing with that the costs that would apply if the Council's Contact Centre contained an 03 pre-fix. A summary of the key points is shown below:

2. BT have provided the following information:
 - BT public telephone - 0845 numbers are charged at 4.6p per minute
 - Other network provider public telephone - Up to 6.0p per minute
 - Private BT landline - 0845 numbers are generally free in BT packages
 - Mobile phones - 0845 numbers are charge at rates varying from 11.0p to 22.5p per minute

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3. The following information has been obtained in relation to "03" numbers:
- Calls to an 03 number from a mobile phone are not free, however they are included in the callers price plan, and incur the charge appropriate to that plan for a geographic number.
 - There is a cost for a memorable 03 number which would be in the range £200 - £3000 depending upon the number and the provided.
 - There is a cost to the council for incoming "03" prefix calls, which based on current call volumes would be up to £27,000 depending upon the provider (compared with a small income for the current "0845" number).

The Leaders have asked me to produce a detailed report to be considered by the Cabinet Member for Corporate Services Meeting on 14th October, 2009, and that report will contain more detailed information as a result of further investigation that is currently being undertaken.

The Leaders have also asked me to ensure that all Members are made aware of the intention to bring this report, which will then be considered as part of the Council's decision making process.

If you have any queries in advance of the report being considered, please do not hesitate to contact me.

Yours sincerely



PAUL EDWARDS
FINANCE & INFORMATION SERVICES DIRECTOR

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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