

**CHIEF EXECUTIVE'S DEPARTMENT  
BUDGET REVIEW  
MEDIUM TERM FINANCIAL PLAN 2009/10 TO 2012/13**

**Purpose of Report**

1. To review the medium term financial plan for the Chief Executives Department.

**Service Outline**

2. The Chief Executives department is responsible for the provision of a wide range of services, a description of which and the estimates for 2009/10 are given below.

<b>Budget Area</b>	<b>Proposed budget £000</b>
<b>Chief Executive and Administration</b> Head of Paid Service and Administrative Support	305
<b>Policy Unit</b> Statutory requirement to publish national indicators. Co-ordination of planning and performance management arrangements within the organisation. Complaints management. LAA management and support to LSP on community planning. Management of CPA and CAA.	552
<b>Leading Edge Programme</b> Identification of efficiency gains/service improvement opportunities and provision of business change support to release Gershon savings	171
<b>Procurement Unit</b> Development and Implementation of the procurement strategy to improve value for money on the procurement of all goods and services	93
<b>Procurement Efficiency savings</b> Savings identified within the procurement unit from procurement strategies impacting across the whole Council	(200)
<b>Communications Unit</b> Coordination and production of information to the public, workforce and partner organisations. Corporate press office and information campaigns	137
<b>Community partnerships and Engagement</b> Provides development and support to community and voluntary sector and promotes social inclusion and a closer working relationship between residents and the LSP	545
<b>Welfare Rights Unit</b> This service provides independent advice to the community and promotes the uptake of benefits to residents to ensure they are receiving their full entitlement	53
<b>Darlington Partnership</b> Darlington's local strategic partnership.	56
<b>Safer Communities Co-ordination Unit</b> Coordinates and supports the Crime and Disorder Reduction Partnership	130

<b>Assistant Chief Executive Regeneration &amp; Admin Support</b> Management and administration support for the regeneration division	363
<b>Planning &amp; Economic Strategy</b> Planning Policy , economic and climate change strategy, corporate external funding team and management of the Housing & Planning Delivery grant	511
<b>Development</b> Provision of development control, development and regeneration projects, design and conservation	342
<b>Economic Regeneration</b> Economic development services, business engagement, economic development projects, marketing, town centre management and town centre projects.	542
<b>Transport Policy</b> Staff engaged in the development, management and delivery of the local transport plan, transport policy, Council travel plan and sustainable travel promotion	242
<b>Supported Transport Services</b> Public transport services that are subsidised for social and economic reasons	492
<b>Concessionary Fares</b> The Council's concessionary scheme	2,723
<b>Shop Mobility</b> Grants to DAD to maintain the premises and to support their shop mobility service.	68
<b>Residual Costs of the Transport Act</b> Costs associated with previous employees who were part of Darlington Transport when it was privatised in 1986	43
<b>Council Wide Savings</b> Savings from procurement and communication efficiencies across the Council led by Chief Executives Department	(220)
<b>TOTAL</b>	<b>6,948</b>

### Service Planning

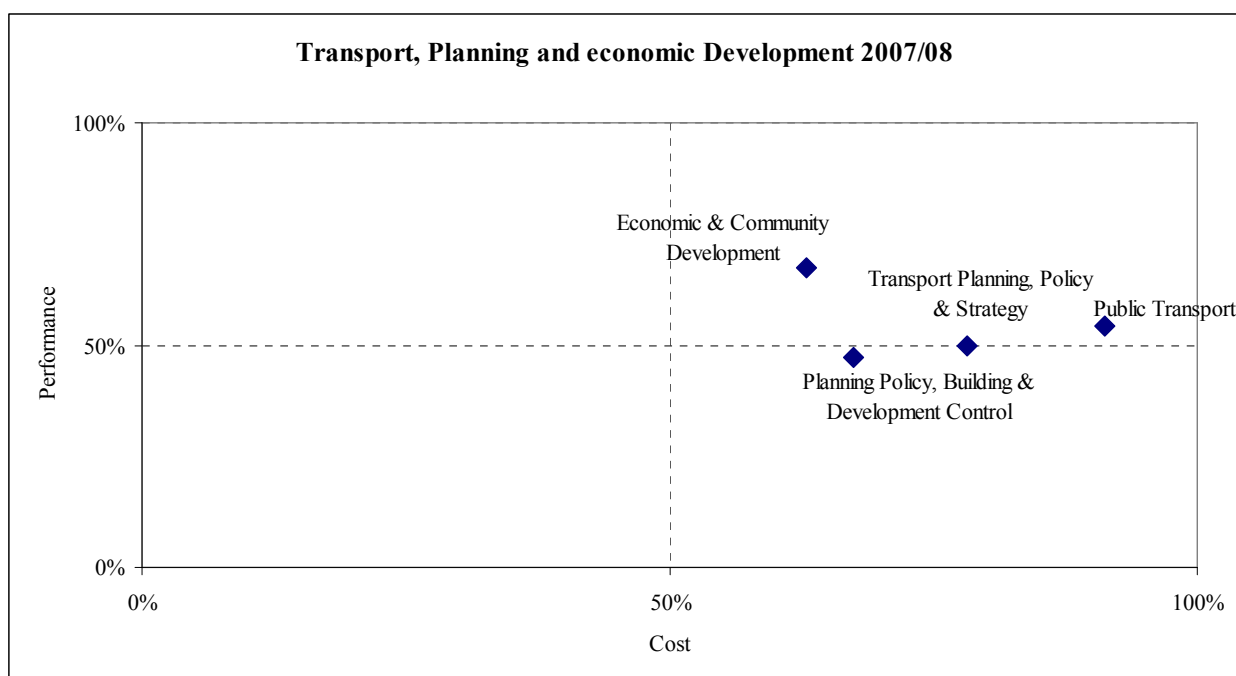
3. The Chief Executives Department has eight key objectives with a series of improvement priorities below as follows:
  - (a) Improving Engagement
    - (i) Placing stakeholders and communities central to the organisation
  - (b) Strengthening the local economy
    - (i) Engage and support business
    - (ii) Secure inward investment
    - (iii) Improve skills
    - (iv) Develop key economic drivers
    - (v) Promote the town centre
  - (c) Place Shaping
    - (i) Promote Darlington
    - (ii) Secure successful external partnerships, strategies and programmes

- (iii) Destination Darlington
- (d) Transport
  - (i) Tackling congestion
  - (ii) Improve public transport
  - (iii) Promote sustainable travel
- (e) Environment
  - (i) Create an attractive environment
  - (ii) Pursue environmental sustainability
  - (iii) Climate change strategy
  - (iv) Local development framework
- (f) Safer Communities
  - (i) Making Darlington a safer place to live, work and visit
- (g) Social Inclusion
  - (i) Equal opportunities for all citizens
  - (ii) Reduce economic and health inequalities
- (h) Organisational Development
  - (i) Build capacity for change management
  - (ii) Deliver the organisational development strategy
  - (iii) Promote health improvement as an employer
  - (iv) Deliver procurement savings
  - (v) Deliver savings through efficiency and effectiveness improvements
  - (vi) Introduce a new performance management framework reflecting the place shaping role of the council

## **Value for Money**

4. The Audit Commission data comparing cost and performance that is used to indicate VFM across the Council's services is primarily concerned with 'front-line' services that are delivered direct to the public. With regard to the Chief Executive's Department, these cover services classified by the Audit Commission as Planning Policy, Building & Development Control, Transport Planning, Policy & Strategy, Public Transport and Economic & Community Development. A model has been developed within the Council that presents the published data graphically. Comparison is made with all unitary councils and Darlington's position relative to others is expressed as percentile.
5. The charts below are indicators, prompting questions that may lead to management action rather than providing definitive answers. The latest data available is for 2007/08, commentaries on services provided by Chief Executive's are given, with particular reference to those in the bottom right of the chart (where appropriate). Cost data is provided from revenue estimates for 2007/08.
6. Public Transport remains in the top quartile for performance and costs. The cost has seen a decrease between 2006/07 and 2007/08, but still remains high to reflect the better than minimum concessionary fare scheme.

7. Economic and Community Development is rated in the top quartile for both performance and cost. Although the cost of the service remains in the top quartile, this has seen a decrease from the position in 2006/07 whilst seeing an increase in the performance rating.
8. Transport Planning, Policy and Strategy has seen an increase in cost from 2006/07 to 2007/08 which reflects the additional spend through the externally-funded Local Motion and Cycle England schemes.
9. Planning Policy, Building and Development Control, the planning policy and development control elements of this indicator saw a significant increase in investment within the service as a result of the restructure of the former Development & Environment department and continuing Planning Delivery Grant investment. Although performance has improved from the 2006/07 position this still falls into the lower quartile. It is the case however that the restructure of the service took place late in the 2007/08 financial year and hence the investment in the service has as yet not fed through fully to the performance as this was only for a part year. Performance has continued to improve and it is anticipated that the performance will see a move into the top quartile within 2008/09.



10. The above tables provide limited data for a department that is also responsible for providing support to other services. Benchmarking is used to provide more information about comparative cost and performance for these support services, using data gathered by professional institutes.

## Pressures

11. The following pressures have been included in the budget figures in paragraph 2 as unavoidable growth. The major pressure areas are described below, with the following table summarising all the pressures.
12. Concessionary Fares and Supported bus budgets are seeing pressures from increased demand following the introduction of the new nation wide scheme and maintaining the current bus network. Additionally both budget areas are seeing increased costs from increased fuel price rises. Supported bus services are also supported through developer contributions from Section 106 agreements, one of the current agreements is due to end in 2009/10.
13. Each local authority is required under the statutory Local Development Framework (LDF) process to hold a Public Examination into the various aspects of the LDF, including Inspectors costs, venue, documents and Programme Officer.
14. The current economic climate has already produced a decrease in income received from planning fees as development has dropped throughout the borough. It is expected that planning applications will continue to be lower than previous levels across the next two years.
15. The table below summaries the pressures included.

Budget Area	2009/10 £'000's	2010/11 £'000's	2011/12 £'000's	2012/13 £'000's
Concessionary fares	317	317	317	317
Supported Buses	92	92	92	92
Local Development Framework costs	50	130	90	0
Reduced Planning fee income	40	40	0	0
Continuation of procurement activities previously funded from the Change Fund	0	74	78	81
Changes to charges for public documents as a result of the 'Markinson' case.	12	12	12	12
Continuation of Voluntary Services post previously funded through LAA grant	48	48	48	48
Reduction in developer contributions to bus services	0	34	34	34
Fair Share Project, possible loss of grant	0	38	48	50
<b>TOTAL</b>	<b>559</b>	<b>785</b>	<b>719</b>	<b>634</b>

## Efficiency Gains

16. One of the Departments main objectives is to help drive efficiency improvements across the whole organisation. Demonstrable procurement savings across the Council in the current year are estimated at approximately £300,000 from the renegotiation of a number of supplier contracts (stationery, consumable, agency workers stores tender etc.), however as a number of savings are made against non general fund budget areas (i.e. HRA, capital, specific grants etc.) the general fund will not benefit to the full value of this saving. Current year general fund savings are still being realised to hit the current year target of £200,000.

This focus will continue to be a key priority for the Unit in order to deliver the additional procurement savings over the life of this MTFP.

17. The net budgets included within paragraph 2 (of this report) are the proposed to balance to the allocated resource for 2009/10. This resource allocation has been revised to take account of the following budget reductions undertaken to contribute towards Council wide budget efficiencies. The following table summaries the proposed reductions, including efficiencies, reduction in service and proposed increased income.

Action – to contribute to corporate resources	Financial effect 2009/10 £000s	Financial effect 2010/11 £000s	Financial effect 2011/12 £000s	Financial effect 2012/13 £000s
<b>Requiring Member Decision</b> (detailed in the body of the main report)				
Economic Regeneration, restructure/reduction of team	45	55	56	58
Town Centre and Business promotion and projects: reduce expenditure budgets by 20% for three years **	16	16	16	0
Re-focus skills project for two years, replacing with other external funding	35	35	0	0
<b>Efficiencies</b>				
Community Engagement, review of service delivery	30	45	45	45
Community Partnerships, restructure of team	20	35	35	35
Communications, review of the production of the Town Crier and advertising income	20	30	30	30
Communications, consolidation of marketing and publicity budgets across the Council	20	30	30	30
Amalgamation of marketing with Community Services marketing team **	16	23	24	24
Development, restructure of team	0*	30	30	30
Policy & performance, review of structures across the Council	0*	200	200	200
Transport Policy, restructure of team, allowing for possible need to re-introduce later **	9	39	0	0
Procurement savings across the Council	200	400	600	800
Leading Edge savings across the Council	0*	75	75	75
<b>Increased Income</b>				
Introduce charges for pre- application planning advice	0*	10	10	10
<b>TOTAL</b>	<b>411</b>	<b>1,023</b>	<b>1,151</b>	<b>1,337</b>

\* Savings in 2009/10 are offset by one off implementation costs or a time delay in introduction

\*\* details in main report

18. In addition to the above, future years savings are proposed in the contribution to the Tees Valley Joint Strategy Unit and Tees Valley Regeneration (TVR is due to cease March 2010). These budgets are managed through the Assistant Chief Executive (Regeneration) and are included within the detailed figures for Joint Bodies and Levies within the appendices of the MTFP report.

19. Efficiencies included within the MTFP from procurement (£200k in 2009/10) and leading edge (£75k in 2010/11), impact upon budgets across the whole Council. The lead on identifying these savings falls on the Chief Executives department, in conjunction with service departments.

### **Risk Management**

20. Through the service-planning process, risks are identified and assessed in terms of probability and potential consequence. Arrangements are made to manage risks within acceptable levels with the aims of minimising losses and maximising opportunities.
21. Where risks are assessed as being above acceptable levels, action plans are put in place to reduce exposure by either reducing the likelihood of an event occurring or lessening the impact. Each action plan is assigned to and managed by a senior officer of the Department.
22. Departmental risks that have been assessed as requiring action plans are:-
  - (a) Failure to meet targeted efficiencies and procurement savings
  - (b) Changes to the statutory minimum bus concession in England, were introduced from April 2008 which increased cost burden on Council for administering the concession. Whilst additional funding has been allocated to this budget in 2008/09 both from Central Government and the Council, the budget is facing significant pressures. Additional resource has been built into the 2009/10 budget to reflect this pressure, however uncertainties still exist over demand until a full year data of usage has been collected and the continuing uncertainty over fuel prices.
  - (c) Potential pressures to support additional bus services if the operator contracts services from the commercial network and continuing uncertainty over fuel prices for the supported network.
  - (d) Financial impacts of grant funding expiring on Transport Policy delivery from 2011/12. Additionally Development and Strategy sections face potential shortfalls in funding from 12/13 dependent on future receipts of Housing and Planning Delivery Grant.

### **Departmental Medium Term Financial Plan**

23. Detailed estimates have been prepared for the next four years for services of the Chief Executive's Department, in line with corporate guidelines.
24. Detailed estimates include:-
  - (a) Provision for annual pay award at 2.5% and specific price inflation where appropriate (2.25% salary inflation from 2010/11)
  - (b) Unavoidable pressures
  - (c) Reductions in net expenditure resulting from management actions to improve efficiency, cost reductions and increased income
  - (d) Service Planning Implications
25. The proposed Medium Term Financial Plan for the Chief Executives Department is summarised in the table below

	2009/10 £000s	2010/11 £000s	2011/12 £000s	2012/13 £000s
<b>Resources</b>				
Resource Allocation for year	6,729	6,881	7,011	7,222
Unavoidable growth (Pressures)	559	785	719	634
Corporate budget savings	(411)	(1,023)	(1,151)	(1,337)
<b>Total resources available</b>	<b>6,877</b>	<b>6,643</b>	<b>6,579</b>	<b>6,519</b>
<b>Budgets</b>				
Detailed Estimates	<b>7,426</b>	<b>7,733</b>	<b>7,797</b>	<b>7,923</b>
Less Corporate Savings	(411)	(1,023)	(1,151)	(1,337)
Less Departmental Savings	(67)	(67)	(67)	(67)
<b>Revised Detailed Estimates</b>	<b>6,948</b>	<b>6,643</b>	<b>6,579</b>	<b>6,519</b>
Less brought forward budget	(71)			
<b>Proposed budget</b>	<b>6,877</b>	<b>6,643</b>	<b>6,579</b>	<b>6,519</b>

### Management Action to Achieve Balanced Budget

26. The table within paragraph 12 above shows proposed efficiency savings tabled to balance the 2009/10 Council budget to resource.
27. Additionally a number of efficiencies have been achieved to balance departmental budget to resource as follows.
- removal of non committed inflation from budget estimates to the value of £23,000
  - use of Housing & Planning Delivery Grant (HPDG) accumulated surpluses to continue to fund planning posts
  - use of grant funding to offset existing commitments
  - securing of external funding (Intereg ERDF and Cycle England funding) to contribute towards Transport Policy posts previously funded through Local Motion
  - removal of vacant project officer post within development section
  - transfer of funding one leading edge post from the Change Fund into a vacant mainstream funded post (deletion of Change Fund post)
  - Planned carry forward of £71,000 of Change Fund money to fund two posts for an additional year
  - Budget allowance for staff turnover, approx. £44,000
28. The following additional actions have been taken to produce a balanced budget for years 2010 to 2021/13 as follows:-
- 4.5 of 12 posts within the Transport Policy section were previously externally funded from the national Sustainable Travel Demonstration Town (Local Motion) project which ceases in March 2009. Funding of these posts has been continued in 2009/10 and 2010/11 through the allocation of Local Transport Plan and Cycle England monies and additionally funding was secured from the European Union in December 2008 for a series of sustainable transport measures. No allocation has been made within the budget from April 2011 for this work area, work is ongoing to secure future years funding and an exit/succession strategy should funding not be secured.
  - The provision of GIS services is an area that is to be looked at corporately for future funding. GIS staffing included within the Development section has provisionally been funded by HPDG grant over the period of the MTFP.



- (c) Removal of non committed inflation

### **Proposed Charges**

29. The proposed charges for 2009/10 are listed in **Annex 1**.

### **Recommendation**

30. It is recommended that Members approve:-

- (a) The detailed estimates for the Chief Executives Department for 2009/10
- (b) The proposed charges for 2009/10

**Lorraine O'Donnell**  
Assistant Chief Executive

**Richard Alty,**  
Assistant Chief Executive (Regeneration)

## CHIEF EXECUCIVE'S DEPARTMENT - SCHEDULE OF CHARGES 2009/10

Service	Existing Charge £	New Charge £	Financial Effect £
<b>PLANNING – SUPPLEMENTARY ITEMS</b>			
* Items inclusive of VAT			
Weekly list - yearly *	175.00	N/A	
Decision*/Approval Notice* -Building Control	18.00	0.10	
Letter confirming exemption*	18.00	25.00	
Letter confirming completion*	18.00	25.00	
Letter confirming enforcement action will not be taken *	18.00	25.00	
Site inspection to determine info. *	18.00	25.00	
A4 Photocopy (ex plans) – first page *	1.00	1.00 (if posted)	
Subsequent pages *	0.30	0.10	
A3 Photocopy (ex plans) – first page *	2.00	1.00	
Subsequent pages *	0.50	0.20	
A2 Photocopy (ex plans) – first page *	7.50	1.50	
A1 Photocopy (ex plans) *	8.50	2.00	
A0 Photocopy (ex plans) *	9.50	3.00	
O.S. Sheets – up to 6 copies	23.00	15.00	
Local plan	53.00	18.00	
Local plan – postage	4.00	4.00	
Local plan – alterations	2.00	2.00	
Invoicing	9.00	9.00	
			<b><u>£12,000</u></b>
			<b><u>decrease</u></b>

**CHILDREN'S SERVICES DEPARTMENT  
BUDGET REVIEW  
MEDIUM TERM FINANCIAL PLAN 2009/10 TO 2012/13**

**Purpose of Report**

1. To review the Medium Term Financial Plan for the Children's Services Department.

**Service Outline**

2. To assist Members the following section explains the services provided by the department and shows the proposed budget for 2009/10 for each area.

<b>Service Description</b>	<b>Proposed Budget 2009/10 £000</b>
<p><b>Individual Schools Budget (net of devolved specific grant income)</b> The aggregate amount of budgets delegated to schools through Darlington Borough Council's Scheme for Financing Schools, funded through the ring-fenced Dedicated Schools Grant (DSG). The DSG and other funding changes are explained in more detail later in this report.</p>	<b>51,761</b>
<p><b>Partnerships: Pupil Support Services</b> This budget covers the staffing, management and running costs of Pupil Support Services and Contact Point.</p>	<b>541</b>
<p><b>Partnerships: Early Years</b> This budget covers the Nursery Education Grant, staffing and management of the team who work with early years settings, providers and parents in order to ensure high quality childcare and to ensure sufficient places for three and four year olds are resourced efficiently. Also included is the net cost of the Council's own provision of childcare and early education (Kids &amp; Co).</p>	<b>1,600</b>
<p><b>Partnerships: Children's Centres</b> Grant-funded budget which covers the staffing, management and running costs associated with the Children's Centres. Children's Centres bring together early education, childcare, health and family support to children under five years old and offer both a universal and targeted service.</p>	<b>1,133</b>
<p><b>Partnerships: Libraries and Community Learning</b> This budget covers the staffing, management and running costs of the libraries, community learning and work based learning services within Darlington.</p>	<b>2,106</b>
<p><b>Partnerships: Youth Service &amp; Connexions</b> This budget covers the staffing, management and running costs of the youth service and Connexions service within Darlington. The youth service works with young people aged 11-25, providing a wide programme of personal development activities. Connexions is a statutory service for 13-19 year olds that provides confidential advice, information and support to young people on their decisions and choices.</p>	<b>2,265</b>

<b>Service Description</b>	<b>Proposed Budget 2009/10 £000</b>
<p><b>Partnerships: Extended Services &amp; Commissioning Priorities</b> This budget covers the strategic management cost of the Partnerships team and also Extended Schools, Children Trust Commissioning, and Play Strategy.</p>	<b>1,068</b>
<p><b>School Improvement &amp; Development</b> This budget covers the staffing, management and running costs of the teams whose prime function is to challenge and support schools in achieving high standards. The budget also includes expenditure funded by Standards Fund grants which are targeted grants towards achieving developments and improvements in teaching, learning and educational attainment. The budget also includes the staffing, management and running costs of the Pupil Referral Unit and 14-19 development.</p>	<b>6,420</b>
<p><b>Children &amp; Families: Children's Commissioning:</b> Included within this budget is the management cost of the children &amp; families service. Additionally this budget covers the staffing and running costs of Harewood Lodge, a short break centre for physically disabled children, and Harewood House, a joint base with Barnardos for family support. Also covered are the children and families teams including leaving care, care planning, children with a disability, and the duty team.</p>	<b>3,083</b>
<p><b>Children &amp; Families: Children's Accommodation</b> The budget covers staffing, management and running costs of the children's residential service and the costs of the fostering, adoption and intensive support teams. Also included is the provision of in-house foster care and the cost of placing children in agency placements e.g. residential, fostering, secure accommodation and special residential schools.</p>	<b>4,292</b>
<p><b>Children &amp; Families: Special Educational Needs Inclusion Services &amp; Educational Psychology Service</b> This budget covers the staffing, management and running costs of the SEN and Educational Psychology services. In addition to the costs associated with running these services are costs of SEN placements, e.g. in other local authorities and special residential schools.</p>	<b>2,498</b>
<p><b>Children &amp; Families: Youth Offending Service</b> This budget covers the staffing, management and running costs of the Youth Offending Service.</p>	<b>1,014</b>
<p><b>Planning &amp; Resources – Support Services</b> This budget represents the management of support services within the department – directorate, finance, administrative support services, performance management, policy development, workforce development, capital project management.</p>	<b>2,062</b>
<p><b>Planning &amp; Resources – PFI</b> Included within this budget are the PFI costs relating to the Educational Village and Harrowgate Hill Primary.</p>	<b>3,718</b>
<p><b>Planning &amp; Resources – Transport</b> This budget represents the cost of the children services transport, including home to school transport, transport for out of authority placements and post 16 transport.</p>	<b>1,566</b>
<p><b>Planning &amp; Resources – Departmental Costs</b> This budget also includes costs such as printing, telephones, postages, equipment and</p>	<b>1,388</b>

<b>Service Description</b>	<b>Proposed Budget 2009/10 £000</b>
stationery that relate to the function of the department as a whole and which are not charged to individual services for internal budget management purposes.	
<b>Specific Grant Income (excluding specific grant income devolved to schools)</b>	<b>(15,597)</b>
<b>Total</b>	<b>70,918</b>

### **Service Planning**

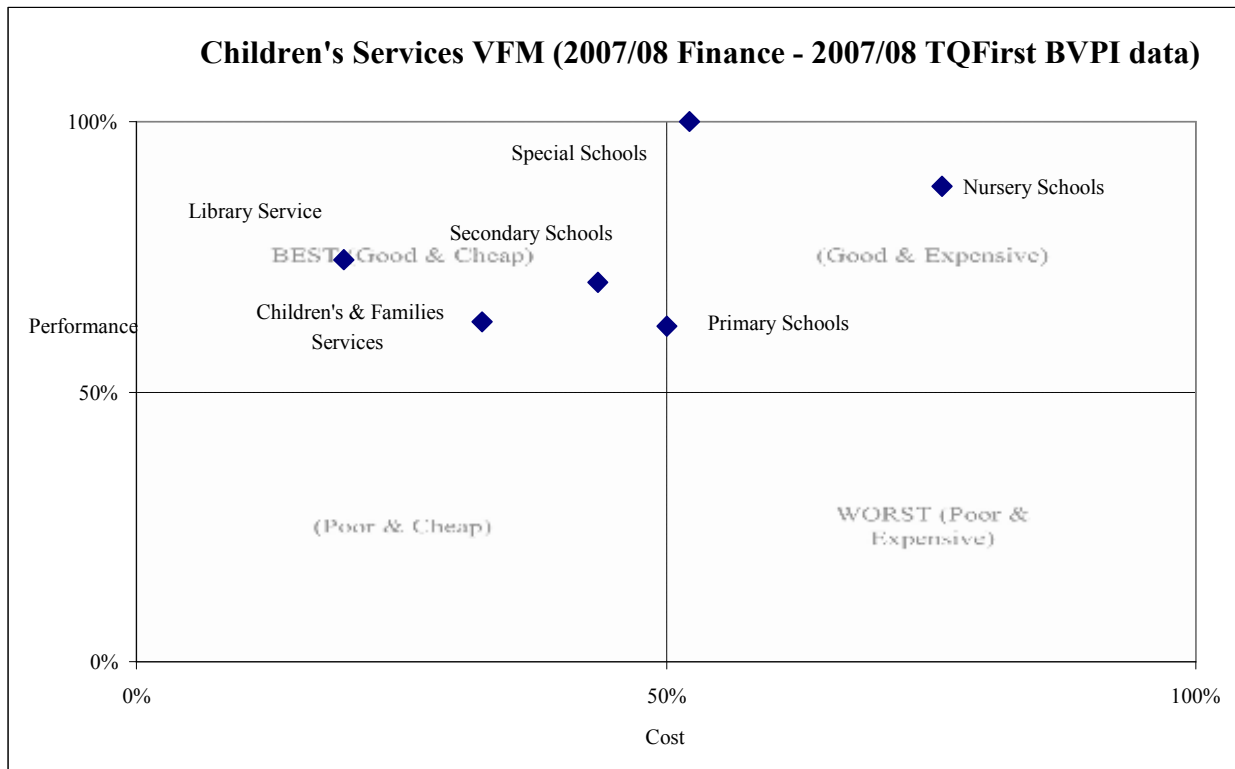
3. The Department has undertaken an extensive review of its service plan and MTFP. This has involved the determination of priorities through the service planning process and linkage to required improvement in performance.
4. Earlier in 2008 the 2008-11 Children & Young People's Plan was produced, following extensive consultation. The plan sets the strategic aims for the Children's Trust and also the Children's Services Department. As a result of the Children's Trust developing knowledge about what works to improve outcomes, a number of resourced strategies have been agreed. These are summarised below:-
  - (a) Parenting Strategy
  - (b) Locality Strategy
  - (c) Common Assessment Framework and Integrated Processes
  - (d) Getting the right services through commissioning
  - (e) Workforce Development Strategy
  - (f) Engagement with Schools
  - (g) Young People as Service Planners
  - (h) A strategy for Children with a Disability in Darlington
5. The Children & Young People's plan aims to enable all children and young people to enjoy happy, healthy and safe childhoods to be prepared for adult life. It wishes to build on the ambitions set out in every child matters. The five priorities are aligned to both the Sustainable Community Strategy and to Every Child Matters. These are summarised below:-
  - (a) Promote positive health and well-being.
  - (b) Ensure the safety of children and young people.
  - (c) Enable children and young people to aspire, to have fun and maximize their full potential through learning.
  - (d) Enable children and young people to contribute to their community and environment.
  - (e) Ensure children and young people are prepared for and prosper in adult life.
6. In March 2008, the Council was inspected under the Joint Area Review (JAR) framework. This included a review of the Local Authority and all partner organisations dealing with Children's Services within the Borough. The JAR found Darlington to be providing good services to children and young people and rated the capacity to improve in the future as good. It acknowledged that Darlington has many significant strengths in many areas and the review has further focused priorities to improve those services that require development

and strengthening. Although the feedback from the review was very positive the main areas of improvement are as detailed below:-

- (a) Work in partnerships with the local health commissioners to tackle gaps in health service provision for children and young people with disabilities.
  - (b) Improve the links with adult services to ensure that all young people with complex needs moving into adult life have good outcomes which meet their needs.
  - (c) Ensure that there is sufficient good quality education and training for young people who offend.
  - (d) Clarify strategies and implement the actions required to engage more young people with difficulties and/or disabilities in education, employment or training post-16.
  - (e) Reduce the number of young people who are not involved in education, employment or training at age 18.
  - (f) Provide greater opportunities for young people who are looked after and those with learning difficulties and/or disabilities to influence the shape of services they use.
  - (g) Implement the Children with Disability Strategy and monitor its impact
  - (h) Implement the 14-19 strategy fully and monitor its impact.
7. As part of the budget setting process and mindful of the above strategic objectives senior managers have met and identified the vision and objectives of the department and within those, specific challenges for the coming years and ensured that resources have been directed towards key improvement priorities and significant savings achieved in non priority areas.

### **Value for Money**

8. Providing value for money (VFM) is a core value for the Department. Data published by the Audit Commission comparing cost and performance has been used to provide indications of VFM across the Council's services, primarily with regard to 'front-line' services that are delivered direct to the public. A model has been developed within the Council that presents the published data graphically and which is shown in the charts below.
9. Comparison is made with all unitary councils and Darlington's position relative to others is expressed as a percentile. In some cases the measures of performance that are available do not provide a rounded balanced view and need further development over time. Additionally, while the latest cost and performance data available for all authorities is used in the charts, it represents 2007/08 out-turn and is therefore out of date. Consequently any new initiatives or changes that have been introduced within the last year to improve Darlington's relative position will not be reflected in the charts.
10. The charts should therefore be regarded as indicators, prompting questions that may lead to management action, rather than providing definitive answers. The top left-hand corner of the chart is the optimum position indicating high performance at low cost.



11. The School position shows above average performance in all phases. The cost position in relation to Nursery schools appears high but this is possibly skewed because of the relatively small number of Nursery schools as Darlington only has two. This will form the basis of the early years funding reform, which will radically review how all nurseries are funded from 1<sup>st</sup> April 2010.
12. The Children's and Families indicator demonstrates high performance and low cost in comparison to other authorities. The service has maintained this high level of performance this year and it is anticipated that this will continue for next year.
13. The library service also demonstrates high performance and low cost in comparison to other authorities. This is an improvement from the previous year's figures, predominately due to the temporary closure of the town centre library during refurbishment that took place during the previous year.
14. VFM will be continuously scrutinised and reviewed by embedding it into the management and culture of the department. This enables a holistic and consistent approach to service management across the department, increase accountability and lead to improvements in service delivery and efficiency. An example of this is quarterly budget clinics which occur with each Assistant Director, where performance and finance are reviewed extensively at the same meeting ensuring that resources are match to priorities with in the financial year.

### Pressures

15. The Department faces significant challenges in meeting some identified pressures, in priority areas, within existing resources. Therefore additional corporate resources have been recommended by CMT, which are detailed below:-

<b>Action</b>	<b>Financial effect £000</b>
SEN External Placement Costs	200
Social Care External Placement Costs	140
Carers/Special Guardianship	100
School Improvement & Development Review	300
Proposed additional resources	740

16. Special Educational Needs/Social Care External Placements, relate to the cost of providing children with additional needs, in external placements. These are highly volatile budgets and are outside the full control of the Local Authority, as many decisions are made via tribunals. Additionally if a family move to the Authority, the department has the responsibility for the cost of any external placements currently in place. To put this in context one additional placement could cost c£200k per annum. This additional pressure covers all existing placements, any additional placements will need to be managed within existing resources.
17. The additional pressure relating to Carers/Special Guardianship consists of additional cost pressures facing Local Authorities due to recent ruling increasing the level of payments made to Carers and Special Guardians.
18. The School Improvement & Development Review is a significant restructure of this service which will make significant savings in the future, however in the first instance there are significant costs to be covered.

### **Efficiency gains to assist with corporate financial pressures**

19. Given the current economic climate, a detailed review of all Children Services budgets has been undertaken, with a view to produce savings in non-priority areas, whilst still ensuring that areas of priority are sufficiently resourced. This has produced an extensive list of savings, which will reduce the Department's existing resource allocation thereby freeing up resources corporately. The savings resulting from staffing re-organisation within the named service areas are expected to have no impact on service delivery.

<b>Action</b>	<b>Financial effect £000</b>
<i>Support Services Savings</i>	
Deletion of Nursery Admission Post	25
Administration Rationalisation	50
Support Services Review	50
Increase Capital contribution towards Capital Team	50
Area Based Grants Efficiencies	150
Commissioning Efficiency Target	40
Mainstreaming of Insurance Fund	300



<b>Action</b>	<b>Financial effect £000</b>
Library Service Review	146
Mainstreaming of Anticipated External Grants	100
<i>Total Support Services Savings</i>	<i>911</i>
<i>More efficient working</i>	
Locality Working	40
Early Years, Service Efficiencies	100
One-off efficiency saving 2009/2010	370
Children's & Families Review	72
<i>Total more efficient working</i>	<i>582</i>
Total Savings	1,493
£1,493,000 meet 'Gershon' definition of Efficiency Gains	

20. The majority of the savings are within support services, which will have no direct effect on front line services. Although some of these savings are high risk, they will be managed tightly throughout the year to ensure that a balanced position is achieved.
21. In relation to more efficient working savings these are front line savings, where through more efficient working savings will be achieved with no effect to services. The saving relating to Locality Working has seen high level proposals for the locality working strategy approved by the Children's Trust and an update is to be presented to the Children's Trust in January 2009. The ongoing project will, ultimately, produce a new staffing structure for localities with the aim of delivering local authority and health functions in an integrated and more efficient way. This will also cover the mainstreaming, if applicable, of temporary posts funded through the Local Area Agreement and, the full integration of Connexions and the Youth Service.
22. Early Years Service Efficiency is a reduction in the funding available for both Children Centres and Private Voluntary and Independent Nurseries. The One-off efficiency saving 2009/10, is an efficiency target relating to the utilisation of external funding.
23. The Children's & Families Review relates to a review of the Children's & Families staffing structure. It is anticipated that this will have no effect on front line services.

#### **Efficiency gains to stay within existing resources**

24. To improve efficiency, deliver a budget within the proposed resource allocation, offset pressures and enable reallocation of resources to areas of increased demand within the Department, the following reductions in budgeted net expenditure have been made through management action.

<b>Action</b>	<b>Financial effect £000</b>
Allowance for staff turnover	400
Efficiency savings – centralised procurement processing	50
Cash limit supplies and services budgets where no contractual information	50
Total	500
<i>£500,000 meet 'Gershon' definition of Efficiency Gains</i>	

## **Risk Management**

25. Through the service planning process, risks are identified and assessed in terms of probability and potential consequence. Arrangements are made to manage risks within acceptable levels of tolerance with the aims of minimising losses and maximising opportunities. None of the proposed savings present risk to service users.

## **School Funding**

26. Schools are funded through the Dedicated Schools Grant (DSG) which is a ring-fenced grant and can only be used in support of the Schools Budget. The Schools Budget contains elements of retained central departmental expenditure on pupils, as well as the amount that is delegated to schools, otherwise known as the Individual Schools' Budget (ISB). Local authorities are responsible for determining the split of the DSG between the centrally retained expenditure and the ISB, and then allocating the ISB to individual schools in accordance with the Authority's Scheme for Financing Schools. If centrally retained expenditure increases faster than the ISB, this must be approved by the Schools Forum.
27. The DCSF announced the school funding settlement for 2008-09 to 2010-11 on 12th November 2007, which was not amended in the recent Pre Budget Report. Some of the key points to absorb are:-
- The overall school funding increase of 2% in real terms, this is substantially smaller than the increases over the last spending review period.
  - Indicative allocations for DSG for 08/09, 09/10 and 10/11 for all authorities were announced and schools received three year budgets in March 2008. Updated budgets for 09/10 and 10/11 will be provided in March 2009.
  - School budgets for 2009/10 will be based on the January 2009 pupil count
  - A basic per pupil increase of 3.59% for Darlington in 09/10 and 4.1% for 10/11
  - This represents headroom of 1% in 2009/10 over the Minimum Funding Guarantee (MFG) of 2.1%
  - The MFG reflects a 1% assumption on schools' efficiencies and is therefore lower than cost pressures.
28. The DSG is calculated by multiplying the number of full-time equivalent pupils aged 3-15 by an amount per pupil. Darlington will receive DSG for 2009/10 at £4,085 per pupil (except for pupils registered at Eastbourne CE Academy). This equates to an overall 3.59% increase in the amount per pupil. The table below shows increases in DSG for the next two years.

	2008/09	2009/10	2010/11
DSG amount per pupil	£3,943	£4,085	£4,255
DSG annual increase per pupil	4.3%	3.6%	4.1%
<i>Of which:-</i>			
Basic increase	3.1%	2.9%	2.9%
Top-up for personalisation	1.2%	0.7%	1.2%
Top-up for personalisation	£627,000	£390,000	£717,000
Indicative total DSG	£56.571	£57.983	£60.309

29. The total DSG used to calculate budgets shown elsewhere in this report is based upon the indicative Department for Children, Schools & Families (DCSF) allocation. The final DSG will be based upon the January 2009 pupil count that will not be finalised by the DCSF until June 2009 at the earliest. Therefore all local authorities have to set school budgets prior to knowing the final DSG allocation.
30. The latest information suggests that actual pupil numbers in the January 2009 count will be slightly higher although the number of three years olds accessing Nursery Education is highly volatile. Therefore, to be prudent, the Department assumes DSG at this level rather than over-estimate the level of resources available to schools.
31. The Department, in consultation with the schools and Schools Forum, will decide on the distribution of the whole of the DSG locally, including the split between centrally retained expenditure and the ISB, subject to meeting the minimum funding guarantee, and taking into account local circumstances as well as the government's priorities.

### **Departmental Budget**

32. Detailed estimates have been prepared for the next four years, based on current service levels and in accordance with corporate guidelines. Detailed estimates include: -
- (a) Provision for annual pay awards of 2.5% and no inflation for general price inflation,
  - (b) Unavoidable pressures;
  - (c) Reductions in net expenditure resulting from management actions to improve efficiency, cost reductions and increased income;
  - (d) Service planning implications, specifically additional resources that have been approved;
  - (e) Additional income generated by proposed increases in charges (these require Member approval)
33. Employee costs account for approximately 70% of the Department's gross expenditure budget. These are projected to rise more quickly than increases in resources as a result of increments and grant allocations, particularly Standards Fund, frozen at the same level as 2008/09.
34. The Department expects to manage any additional pressures within existing resources as additional resources have been allocated to areas of greatest need as detailed above. There maybe additional pressures relating to Corporate Legal Fees, Children Homes and Transport, but it is envisaged that these costs are managed within existing resources.
35. The proposed resource allocation and Departmental MTFP is shown in the following table.

	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
<b>Resources</b>				
Initial resource allocation	71.671	74.170	76.620	79.155
Pressures	0.740	0.350	0.300	0.300
Savings for Corporate use				
- Efficiencies	-1.493	-1.656	-1.668	-1.681
- Member decisions	0	0	0	0
Resource Allocation	<b>70,918</b>	<b>72.864</b>	<b>75.252</b>	<b>77.774</b>
<b>Estimates</b>				
Initial Estimates	72.911	75.020	77.420	79.955
Savings for corporate use	-1.493	-1.656	-1.668	-1.681
Departmental savings	-0.500	-0.500	-0.500	-0.500
Proposed budget	<b>70.918</b>	<b>72.864</b>	<b>72.252</b>	<b>77.774</b>

### **Proposed Charges**

36. The schedule of charges for services provided by the Department has been reviewed, taking account of strategic objectives, efficiency, the cost of services and income generation. The proposed charges for 2009/10 are listed in **Annex 1**. The amendments in Library charges have been considered in relation to both the current economic and the proposed throughput for this service. The proposed increase relating to the Work Place Nursery is 4%. This increase is line with the local private nursery market.

### **Recommendations**

37. Members are requested to approve:

- (a) The detailed estimates for Children's Services department for 2009/10.
- (b) The proposed schedule of charges for Children's Services department for 2009/10 at **Annex 1**.

**Murray Rose**  
**Director of Children's Services**

## CHILDREN'S SERVICES DEPARTMENT - SCHEDULE OF CHARGES 2009/10

Description	Existing Charge	New Charge	Financial Effect
<b>LIBRARIES</b>			
<u>Fines On Overdue Books &amp; Spoken Word</u>			
Adults – per day	0.12	0.15	
Maximum charge per book	4.00	5.00	
Senior Citizens – per day	0.06	0.08	
Maximum charge per book	2.00	3.00	
Children – per day	No charge	No charge	
<u>Fines On Overdue CDs, DVDs, DAB</u>			
Adults – per day	0.15	0.15	
Senior Citizens – per day	0.08	0.08	
Children – per day	No charge	No charge	
<u>Reservation Fees for books and Audio Materials</u>			
Adults	0.80	0.80	
Senior Citizens	0.40	0.40	
Children/Unemployed	No charge	No charge	
<u>Reservation Fees for Books Obtained from Outside the Authority</u>			
Adults ( <i>single charge for all books obtained from other libraries</i> )	4.00	4.00	
Senior Citizens	4.00	4.00	
Children/Unemployed	4.00	4.00	
<u>Repeat Fee for Renewal of Books from Outside the Authority</u>			
Adults ( <i>for all books obtained from other libraries</i> )	2.00	2.00	
Senior Citizens	2.00	2.00	
Children/Unemployed	2.00	2.00	
<u>Replacement Tickets</u>			
Adults	1.00	1.00	
Senior Citizens	1.00	1.00	
Children/Unemployed	0.50	0.50	
<u>Loan Charges for Audio Materials (1 week)</u>			
CDs	0.75	0.85	
DVDs	1.50	1.50	

<b>Description</b>	<b>Existing Charge £</b>	<b>New Charge £</b>	<b>Financial Effect £</b>
<u>Spoken Word and Language Courses</u>			
<b>Cassettes &amp; CDs (3 Week Loan)</b>			
Adults ( <i>who are not exempt</i> ) each	<b>1.25</b>	<b>1.30</b>	
Children each	<b>No charge</b>	<b>No charge</b>	
Language Courses per element ( <i>subscription for whole course to be paid in advance</i> )	<b>1.20</b>	<b>1.30</b>	
<u>Spoken Word and Language Courses</u>			
<u>Local History Research</u>			
Standard charge	<b>2.00</b>	<b>2.50</b>	
Specialist Research – per hour ( <i>new service</i> )	<b>22.00</b>	<b>22.00</b>	
<u>Photocopies</u>			
A4 B&W	<b>0.10</b>	<b>0.15</b>	
A3 B&W	<b>0.20</b>	<b>0.50</b>	
A4 colour	<b>0.30</b>	<b>0.30</b>	
A3 colour	<b>0.60</b>	<b>1.00</b>	
<u>Printing</u>			
Text Printouts			
A4 B&W	<b>0.10</b>	<b>0.15</b>	
A3 B&W	<b>0.20</b>	<b>0.50</b>	
A4 colour	<b>0.30</b>	<b>0.30</b>	
A3 colour	<b>0.60</b>	<b>1.00</b>	
Image Printouts			
A4 B&W	<b>0.50</b>	<b>0.75</b>	
A3 B&W	<b>1.00</b>	<b>1.50</b>	
A4 colour	<b>1.00</b>	<b>1.50</b>	
<u>Reproduction of Images from Stock</u>			
Photographic copies for Private/Study purposes	<b>Cost + VAT + 12%</b>	<b>Cost + VAT + 12%</b>	
Photographic copies for commercial use	<b>Cost + VAT + 12% (+ £20 per photo + copy of publication)</b>	<b>Cost + VAT + 12% (+ £20 per photo + copy of publication)</b>	
Digital copies for Private/Study purposes - per photo	<b>5.00</b>	<b>5.00</b>	
Digital copies for <b>local</b> commercial use – per photo	<b>15.00 + copy of book</b>	<b>10.00 + copy of book</b>	
Digital copies for national/international commercial	<b>N/A</b>	<b>100.00</b>	
Copies of oral recordings	<b>5.00</b>	<b>5.00</b>	(new charge)
<b>Description</b>	<b>Existing Charge £</b>	<b>New Charge £</b>	<b>Financial Effect £</b>
<u>Hire of Locker</u>	<b>0.50</b>	<b>0.50</b>	

Internet Use

First half hour free within one day – per hour 50% discount for Leisure saver	<b>2.00</b>	<b>2.00</b>
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Computer Consumables

Floppy disk	<b>N/a</b>	<b>N/a</b>
CD	<b>Current price</b>	<b>Current price</b>
CD RW	<b>Current price</b>	<b>Current price</b>
Memory sticks	<b>Current price</b>	<b>Current price</b>

Lost & Damaged Items

<b>Full current Replacement Cost (non-refundable)</b>	<b>Full current Replacement Cost (non-refundable)</b>
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Fax

Outgoing Transmission		
United Kingdom – per sheet	<b>1.40</b>	<b>1.40</b>
Europe – per sheet	<b>2.20</b>	<b>2.20</b>
USA/Canada – per sheet	<b>2.70</b>	<b>2.70</b>
Rest of the World – per sheet	<b>3.70</b>	<b>3.70</b>
Incoming Transmission – per sheet	<b>0.40</b>	<b>0.40</b>

Fax by Satellite

Atlantic Ocean/Indian Ocean/Pacific Ocean – per sheet	<b>12.00</b>	<b>12.00</b>
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General (*Any postage costs to be recovered in full*)

**Total financial effect for Libraries****Nil**

N.B. There has been no increase in library charges as Darlington currently charges at the top of the range within Tees Valley Authorities

Description	Existing Charge £	New Charge £	Financial Effect £
<b>WORKPLACE NURSERY</b>			
Full-time place – All Users, charges per week			
Children aged under 2	<b>162.00</b>	<b>168.50</b>	
Children aged 2-4	<b>147.50</b>	<b>153.50</b>	
Full-time place – extended users, charge per day			
Children aged under 2	N/A	N/A	
Children aged 2	N/A	N/A	
Children aged 3 to school age	N/A	N/A	
Provision of mid-day meal (i.e. morning sessions)	<b>1.40</b>	<b>1.45</b>	
Provision of mid-day meal for staff	<b>1.40</b>	<b>1.45</b>	
Provision of mid-day dessert for staff	<b>0.30</b>	<b>0.35</b>	
Flexi Childcare (per hour)	<b>15.90</b>	<b>16.55</b>	
<b>Total financial effect for Workplace Nursery</b>			
<b>LIFELONG LEARNING</b>			
Adult and Community Learning			
Adult per hour	<b>2.00</b>	<b>2.00</b>	
OAP per hour	<b>1.00</b>	<b>1.00</b>	
Reduced rates for the following applies			
Under 18	<b>2.00</b>	<b>2.00</b>	
Income Support	<b>Free</b>	<b>Free</b>	
Student over 19	<b>2.00</b>	<b>2.25</b>	
Council Tax Benefit	<b>2.00</b>	<b>1.12</b>	
Over 60	<b>2.00</b>	<b>1.12</b>	
Housing benefit	<b>2.00</b>	<b>1.12</b>	
WF tax credit	<b>2.00</b>	<b>1.12</b>	
Job Seekers Allowance	<b>2.00</b>	<b>10.00</b>	<b>Admin Fee only</b>
Hire of Community Room – per hour	<b>10.00</b>	<b>15.00</b>	
<b>Total financial effect for Lifelong Learning</b>			<b>Nil</b>



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**COMMUNITY SERVICES DEPARTMENT  
BUDGET REVIEW  
MEDIUM TERM FINANCIAL PLAN 2009/10 TO 2012/13**

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**Purpose of Report**

1. To review the Medium Term Financial Plan (MTFP) for the Community Services Department.

**Background**

2. The department, like all others, operates in a Medium Term Financial Plan environment. This enables medium term planning as budgets and indicative resource allocations are pre-signalled three to five years in advance. This report will concentrate on 2009/10, but will also have regard to the following years.

**Service Outline**

3. Set out below for Members information is a review of the Department's budget heads with the estimates for 2009/10.

<b>SERVICE OR ACTIVITY</b>	<b>DESCRIPTION</b>	<b>2009/10 £000</b>
Art Centre and Civic Theatre	The Arts Centre is a comprehensive facility with a 230-seat theatre/film studio, ballroom, dance studio, bar and cafe. The Civic Theatre has a capacity of 900 and a turnover of around £2.1 million. The budget also includes a significant amount of work in the Community. This budget also includes the Borough Arts Collection	1,455
Building and Design Services	Design and management of building projects for the Council	(50)
Darlington Bowls Club	Premises rental for the Bowls club	24
CCTV	Annual running costs associated with the Council's CCTV service.	378
Cemeteries and Crematoriums	Service to provide for burials at 3 cemeteries and operation of the Crematorium and associated service.	(453)
Countryside and Allotments	Costs of administering and maintaining countryside and countryside access and the	395

<b>SERVICE OR ACTIVITY</b>	<b>DESCRIPTION</b>	<b>2009/10 £000</b>
	maintenance of the Council's 14 allotment sites	
Dolphin Centre	The Dolphin Centre provides a full range of wet and dry sports facilities for the town as well as accommodation for meetings and events.	2,130
Eastbourne Complex	Sports complex providing all-weather track, pitch and gym facilities.	123
Grants / Voluntary Sector Payments.	Grant funding for Voluntary and Community Sector including the Media Workshop and the Community Carnival	34
Highways, Engineering, street lighting and winter maintenance	Management of the highways asset including maintenance of approximately 500km of roads within the borough, highways design and traffic management, maintenance of approximately 11,500 street lights and other traffic signals and winter gritting.	4,807
Markets	The Covered and Open Market and the Cattle Market	(157)
Outdoor Events	Net cost of providing outdoor events, the main events being the Summer Festival, Fireworks Display and the Rhythm and Blues Festival.	301
Performance Development and Service Planning	Management and coordination departmental performance, strategy development and service planning for community services	130
Public Conveniences	Maintenance and cleaning of public conveniences.	107
Property and Premises Support	Property and Premises support for client departments including guidance for building repairs and maintenance, electrical checks, quality standards etc.	114
Railway Museum	The operation of the Railway	310

<b>SERVICE OR ACTIVITY</b>	<b>DESCRIPTION</b>	<b>2009/10 £000</b>
	Centre and Museum	
Street Scene	For the collection of household, clinical and bulky household waste, the cleaning of roads, pavements and precincts, along with gully cleaning, maintenance and cleaning of litter bins and weed killing. The maintenance of all the Council's parks and open spaces, including grounds maintenance, playground equipment, and the upkeep of cemeteries and crematoriums.	5,404
Sports Development	Development of sports provision through out the borough, mainly funded by grants.	144
Control of Stray Dogs	Catching of stray dogs, education, dog fouling enforcement and placing micro-chips.	65
Stressholme	The Council's Golf Course and Driving Range.	37
Tourist Information	The provision of a Tourist Information Service. The standards and logo are a national brand. The service provides information and a booking service for local people and visitors of around 100,000 per annum.	92
Transport	For the management and provision of all transport across the authority.	(327)
Waste Management	The disposal of all household and recycling waste, including the management of the Waste Disposal Contract.	3,055
Works Property & Other Expenses	Early retirement pension payments for past employees.	109
Christmas Lights	Provision and erection of Christmas decorations in the town centre.	31
Community Wardens	The Wardens are actively engaged with other Partnership Agencies in providing support for the local community, including issuing fines and formal warnings for anti-social behaviour, i.e. littering, dog fouling, youth annoyance	478

<b>SERVICE OR ACTIVITY</b>	<b>DESCRIPTION</b>	<b>2009/10 £000</b>
Improvement Grants Administration	To pay the Home Improvement Agency for the Administration of Renovation Grants and Disabled Facilities Grants to the private sector. DFG's are statutory and renovation grants discretionary but play a key role in meeting BVPI targets in relation to Unfitness and empty homes.	21
Housing Renewal Team	To undertake the Council's regulatory role in relation to the condition of private sector housing.	149
Land Rental/Leasing Income	Income received from the leasing of housing land.	(19)
Housing Benefits Administration/Verification Framework	Administration of Rent Rebates, Rent Allowances and Council Tax Benefit.	297
Community Housing Service	This includes grounds maintenance work to open spaces on Council housing estates and a proportion of the expenditure incurred on general queries not related to Council housing i.e. street lighting, repairs, anti social behaviour.	225
Homelessness	The net cost of placements in bed and breakfast accommodation whilst assessing applications under homeless persons legislation.	171
Welfare Services	The net cost of the care/welfare element of the Housing Warden Service that falls outside the scope of the HRA definition.	165
Northumbria Water Commission	Commission received for collecting water rates on behalf of NWA.	(130)
Service Strategy and Regulation	Providing advice and guidance on strategy and regulation to the private sector.	76
Citizens Advice Bureau	Grant funding to the Citizens Advice Bureau.	90

<b>SERVICE OR ACTIVITY</b>	<b>DESCRIPTION</b>	<b>2009/10 £000</b>
Supporting People	Net cost of administration of the Supporting People Programme grant	51
DLO profits	Total profits generated by the contracting divisions of Community Services.	(766)
Purchase of External Care	Independent Sector provision of residential, domiciliary and day care services. Also included is the cost of direct payments covering payments made to individuals to purchase their own packages of home and personal care.	16,632
Older People	Commissioning, contracting and reviewing of services for older people with mental health difficulties along with the net cost of providing frozen meals.	2,412
Learning Disability	Learning Disability Commissioning Team and the costs associated with the staffing, management and maintenance of learning disability day centres, community houses and supported tenancies.	779
Mental Health	Covers the commissioning of mental health services.	801
Disability & Intermediate Care Services	Intermediate Care, Occupational Therapy, Physical & Sensory Impairment and the provision of the in-house Home Care Service.	3,425
Service Development and integration	Management and support services to the Adult Social Services provision, including management information, finance, ICT, workforce development and transport.	2,824

### **Service Planning**

4. Service Planning for the department's services for 2009-10 and onwards commences prior to the completion of the detailed budget estimates and is used to inform the allocation of

resources through the budget setting process. In addition to the Departmental Service Plan there are ten individual service plans covering the following:-

- (a) Adult Social Care and Health
- (b) Environmental Services
- (c) Street Scene, a cleaner, greener, safer environment
- (d) Building Services
- (e) Culture
- (f) Housing
- (g) Housing Benefits
- (h) Supporting People
- (i) Highways
- (j) Technical Services

5. Community Services has set 13 high level priorities for 2009/10 and they are shown below with key service actions to be taken under each high level priority.

### **Departmental Priorities for 2009 – 2012**

#### ***Deliver on the health and well-being agenda***

- Develop and implement a range of activities to increase access to sport and leisure.
- Increase Parks and Countryside Rangers role in developing green exercise agenda.
- Continue to improve Children's play areas.
- Support people into paid work and volunteering opportunities.

#### ***Provide high quality, value for money services***

- ***Implementation of capital review project.***
- Develop and implement markets appraisal.
- Manage use of framework partners.
- Develop and implement business recovery plan.
- Continue to monitor and improve reporting mechanisms for national indicator set.
- Take a proactive approach to income generation.
- Design and manage the new Community Services depot accommodation project.
- Implement the outcome of the Transport Review.
- ***Explore possibility of Trust status for Culture venues.***

#### ***Assist in the regeneration of Darlington***

- Contribute to feasibility study on town centre fringe / cultural quarter

#### ***Ensure our services are accessible to all***

- New equalities framework – action plan.

#### ***Implement the outcome of the Housing Growth Bid***

- Contribute towards the Housing Growth Point.

***Work with partners to provide affordable housing and a range of housing support options***

- Maximise Planning Powers.
- Maximise investment through the National Affordable Housing programme (NAHP).
- Deliver on key Housing Corporation protocol actions.
- Review the Housing Business Plan to reflect the outcome of the changes to the HRA.

***Support the development of the workforce and staff well-being***

- Ensure Community Services comply with health and safety requirements.
- Deliver the Community Services Workforce Plan.

***Continue to strengthen our approach to community consultation and engagement***

- Continue to engage with service users to shape delivery.
- Explore new innovative methods of tenant participation.
- Continue to strengthen our approach to community consultation and engagement.

***Ensure a clean, green and safe environment***

- Implement new waste treatment and disposal contract.
- Implement Tees Valley Waste Strategy in Darlington.
- Develop and implement plans to address the new Mercury Abatement regulation.
- Improve the quality of the cemeteries infrastructure.
- Contribute to tackling climate change.
- Ensure biodiversity continues to increase to more sustainable levels.
- Promote energy efficiency across all tenures of the Borough.
- Continue to deliver on Street Scene services.
- Continue to improve Darlington's green infrastructure.
- Continue to develop and strengthen our approach to tackling anti social behaviour.
- Implement the Speed Management Strategy and the Casualty Reduction Strategy.

***Tackle the Congestion Agenda***

- Implement Traffic Management Act requirements.
- Deliver highways schemes as alternative to the car and improve traffic flow.
- Deliver the Tees Valley Major Bus Scheme.
- Deliver the Cycle England Programme.
- Implement outcomes of the Transport Review.
- Deliver highway schemes as alternatives to the car and improve traffic flow (Local Transport Plan and other funding).

***Business transformation and Integration with the PCT***

- Integrate Council and PCT commissioning
- Integrate Council and PCT provider services
- Develop the personalisation agenda within Adult Social Care .

### ***Introduce Civil Parking Enforcement***

- Progress proposals for Civil Parking Enforcement and transfer of Police enforcement powers to the Council.

### ***Deliver successful outcomes for Supporting People funded services***

- Undertake the strategic review of Supporting People services in accordance with Commissioning Strategy.
6. These key priorities have been taken into account when setting the MTFP and detailed action plans have been developed to meet these objectives.

### **Risk Management**

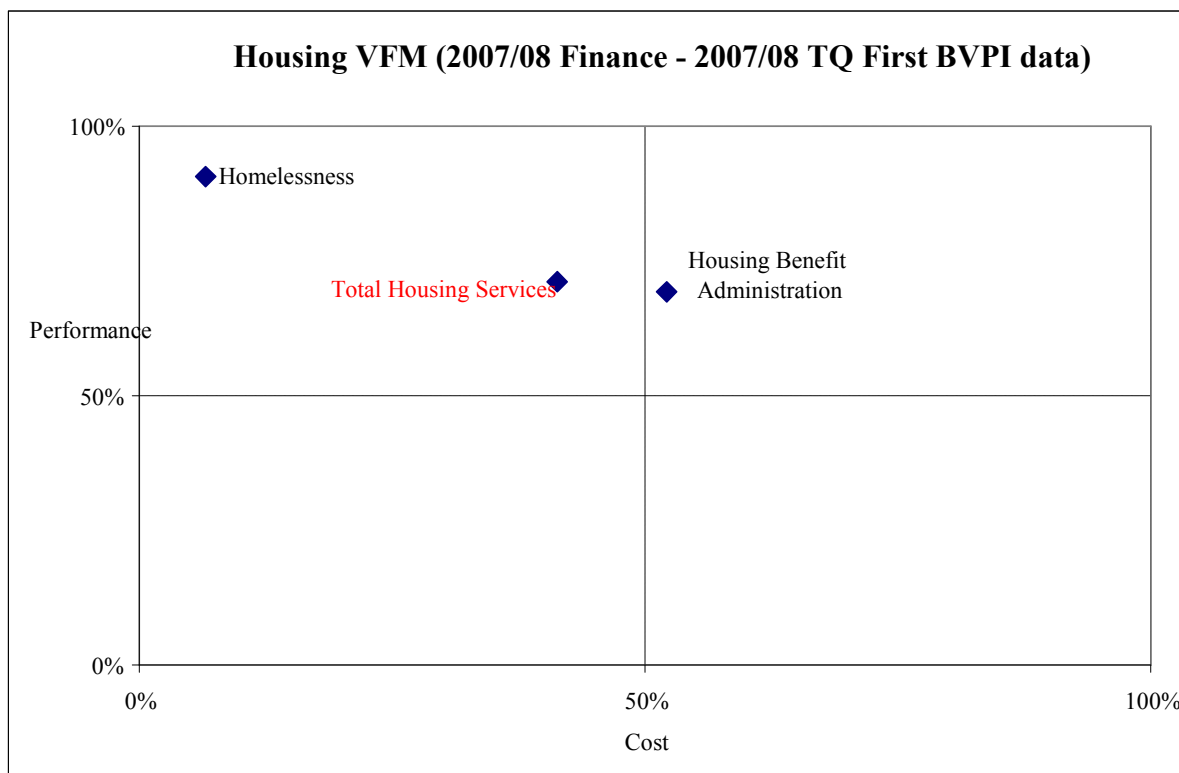
7. On a continuous basis and throughout the service-planning process, risks to the achievement of objectives are identified and assessed in terms of probability and potential consequence. Arrangements are made to manage risks within acceptable levels to minimise losses and maximise opportunities.
8. Where risks are assessed as being above acceptable levels, action plans are put in place to reduce exposure by either reducing the likelihood of an event occurring or lessening the impact. Action plans have been drawn up where the risks are above the acceptable levels to minimise the risk and it is not envisaged that these will impact on resource planning.

### **Value for Money (VFM)**

9. Providing value for money is a core value of the department. Data published by the Audit Commission comparing cost and performance has been used to provide indications of VFM across the Council's services, primarily with regard to front-line services that are delivered direct to the public. A model has been developed within the Council that presents the published data graphically and this is shown in the following charts.
10. The methodology for the model takes the cost per head of population percentile and places these costs against the relevant national indicators. For each of these performance indicators the percentile is worked out and compared to all unitary authorities. In some cases the measures of performance that are available do not provide a balanced view and need further development over time. Additionally the cost and performance data relate to 2007/08, being the latest available at this point in time and is therefore out of date. Consequently any new initiatives or changes that have been introduced within the last year to improve Darlington's position will not be reflected in the charts.
11. The charts should therefore be regarded as indicators, prompting questions that may lead to management action, rather than providing definitive answers. The narrative alongside the graphs will explain areas where events during the year would change the position shown. The top left hand quadrant of the chart is the optimum position indicating high performance at low cost.

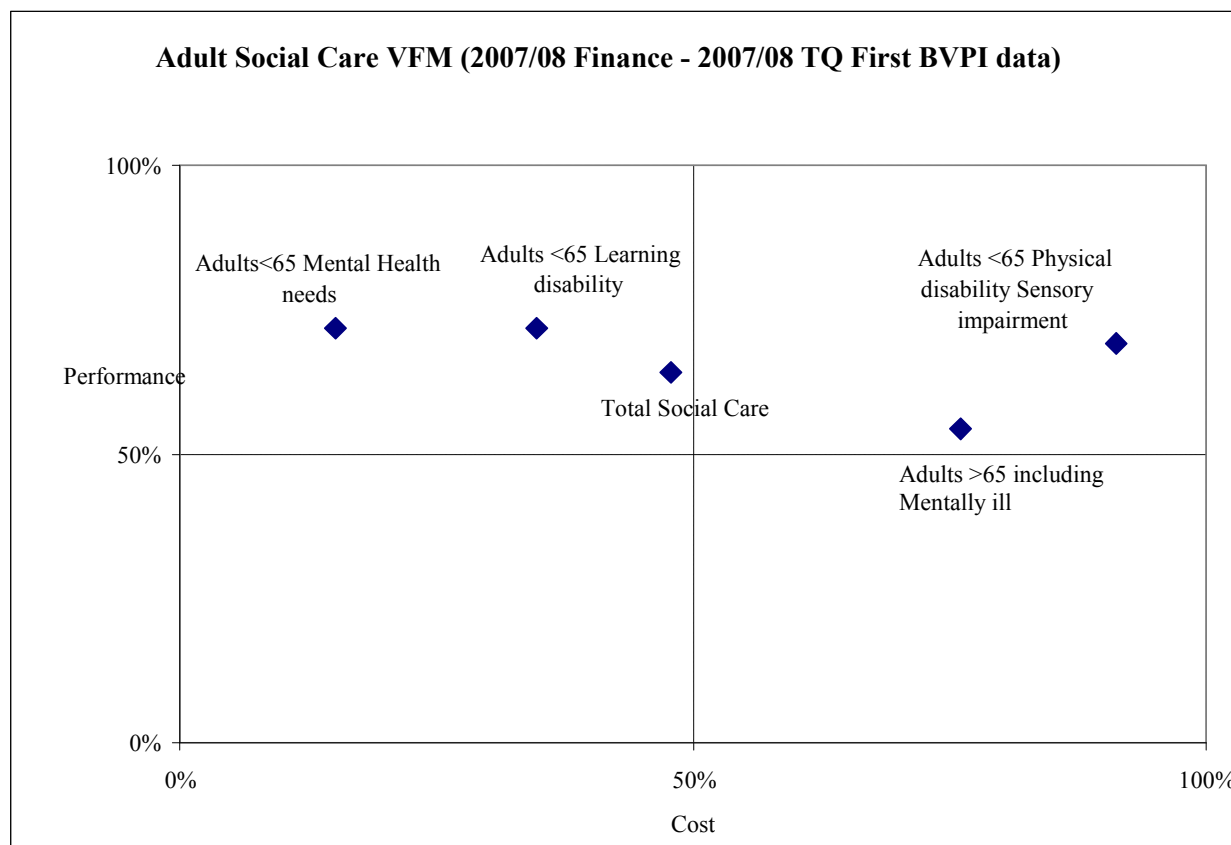


## Housing General Fund Services



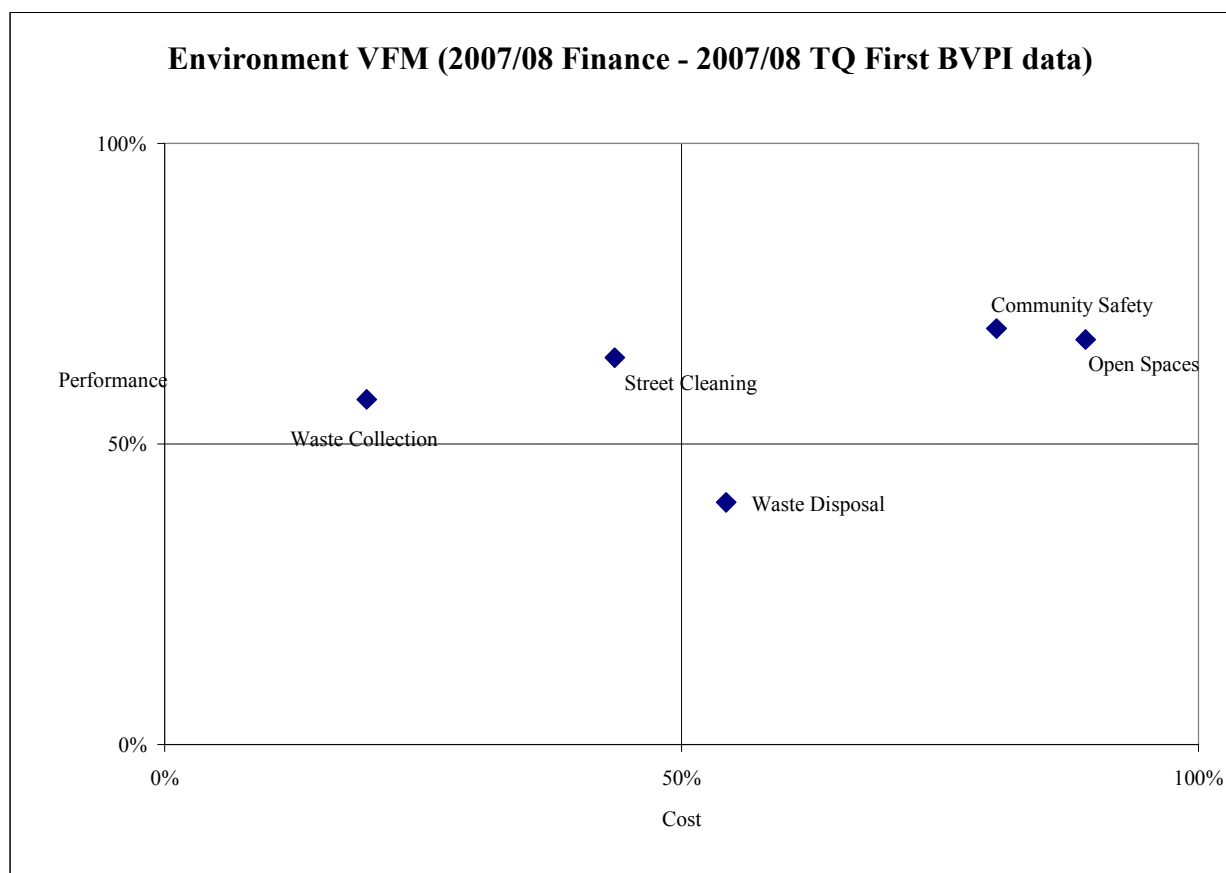
12. The Housing graph shows that overall, Housing General Fund services perform to a high standard and at low cost. Housing Benefit administration consistently performs well and is only slightly above average cost. This year a review of Housing Benefits is being completed with the aim of improving the services provided and producing efficiencies. It is, therefore, anticipated that the cost percentile will have a positive moved by the end of the financial year.
  
13. The Division has performed very well during the year and received an excellent rating in the Comprehensive Performance Assessment earlier in the year. The team have also received a Customer Services Excellence Award from EMQC Ltd (formally Chartermark).

## Adult Social Care



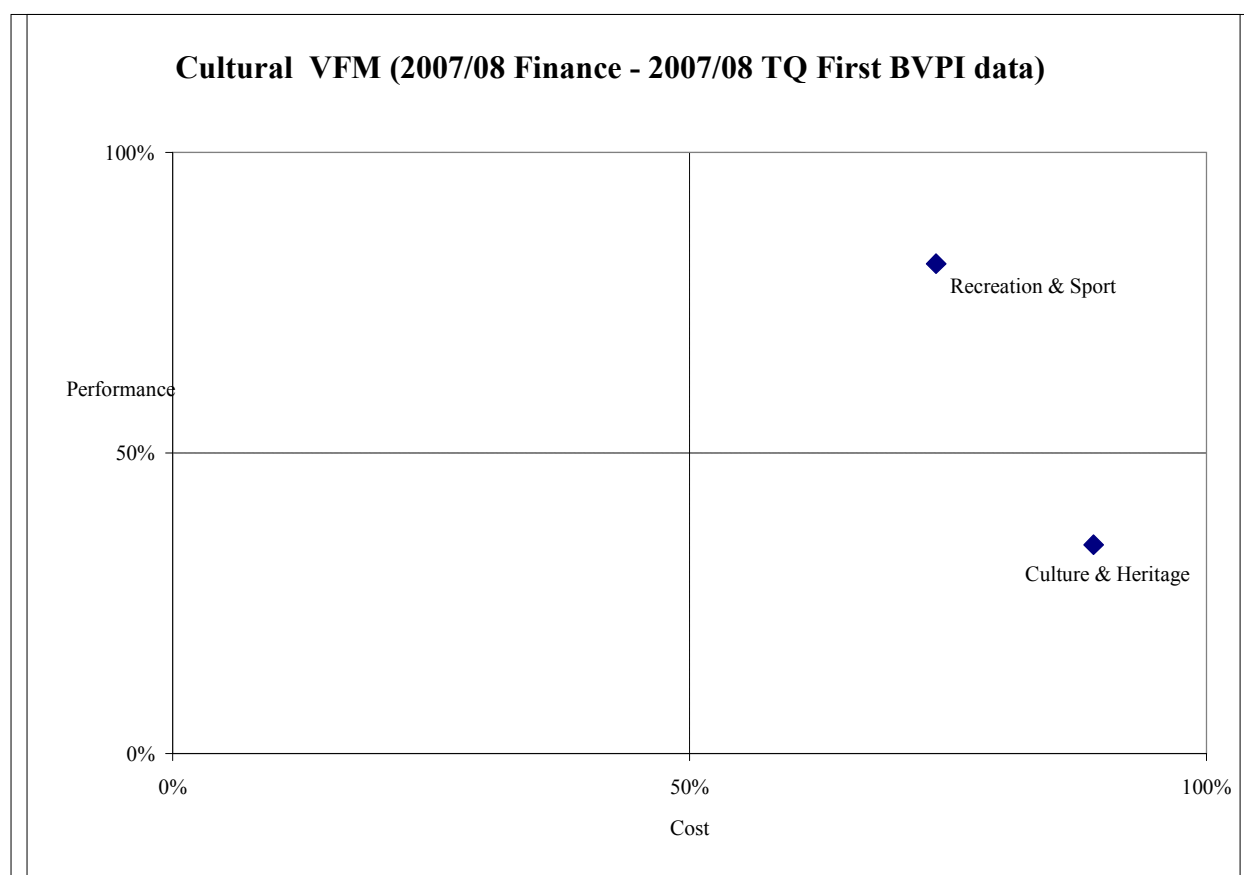
14. The Adult Services graph shows all the services to be high performing which is reflected in the Commission for Social Care (CSCI) Annual Performance Assessment of three stars (the highest available), which has been awarded for the third year running. The in house Homecare Team also received the Customer Service Excellence award from EMQC Ltd (formerly known as Chartermark).
15. Overall Total Adult Social Care is shown to be below average on cost. While the services provided to adults under 65 years with a physical disability is high performing but above average cost, the overall position is moving in the right direction and has improved during the year.
16. Service provision for Adults over 65 years, including those mentally ill, is high performing but above average cost. This is due to Darlington providing four levels of access to care for vulnerable people ( low, moderate, substantial and critical). Darlington is only one of four councils who meet all the bands of need. The majority of councils, around 70%, only meet the assessed needs of those judged to be in the categories 'substantial' and above. This commitment to providing fair access to care for all elderly persons subsequently places Darlington in a higher than average cost position.

## Environmental Services



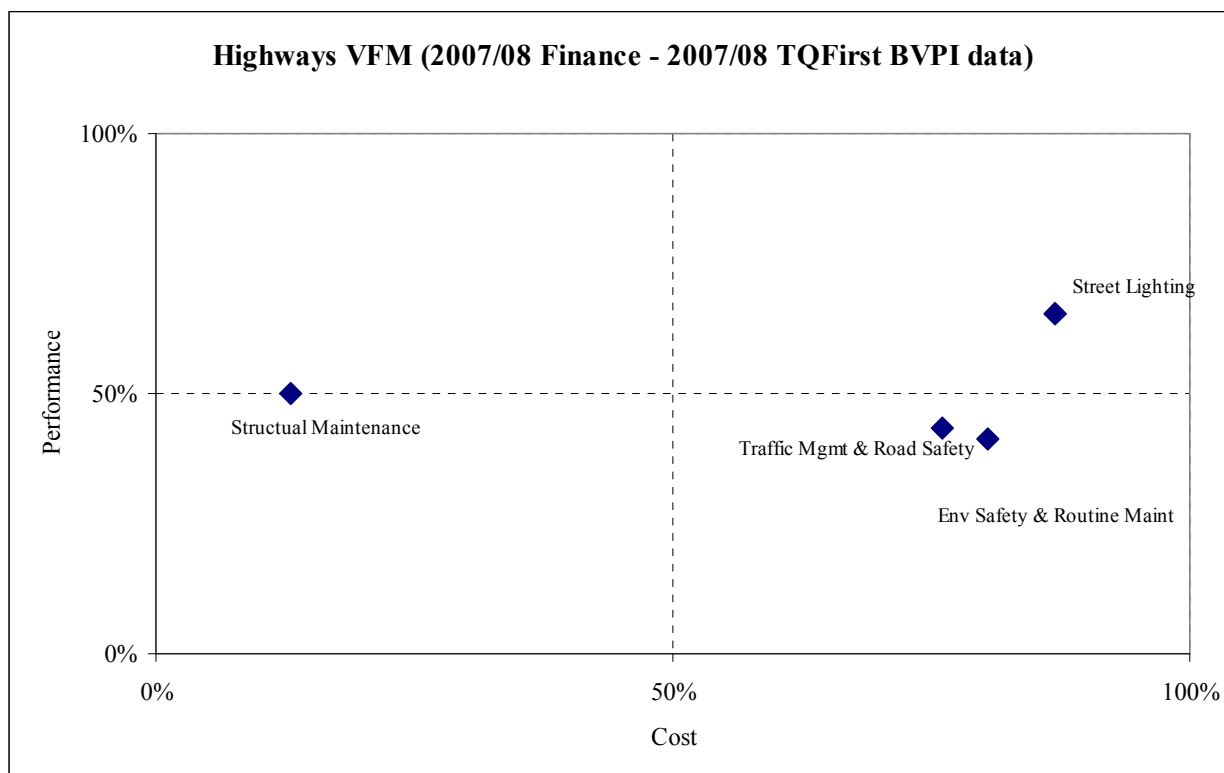
17. The VFM graph shows that with the exception of waste disposal all areas are performing well and above average. There has also been an improvement in the cost percentile year on year for Waste Collection and Street Cleaning which is due to the Street Scene initiative brought in during 2006/2007 where the efficiencies identified are beginning to feed through.
18. Waste Disposal also includes recycling and shows the Council to be above average cost and below average performance. To a large extent our cost and performance are tied into the Waste Disposal Contract inherited from Durham County Council in 1997. This contract has been retendered and the new contract will begin during April 2009 and it is anticipated performance will improve significantly which will improve our VFM scores next year
19. Community Safety is also in the high performance high cost quartile and this recognises the Council's investment in Community Safety across the borough.
20. Open Spaces which includes parks is shown to be high performing with high satisfaction levels. The higher than average cost is due to the large number of parks and open spaces within Darlington and the commitment to keeping these areas well maintained.
21. The Environmental Services Division has achieved a number of externally recognised successes during the year which highlights the high performance of the service including a Beacon Status award in the Better Public Places category, a Green flag award at South Park and a Silver Gilt award in Northumbria in Bloom.

## Culture



22. Recreation and Sport scores highly in both the performance and cost percentiles. With regard to cost, the position has improved from the previous year. However, Darlington provides a diverse range of high quality cultural facilities. This is considerably more than the average unitary authority. For instance the Civic Theatre, Head of Steam and Arts Centre are of sub regional importance and contribute to both economic development and tourism. Over the last 2 years the Dolphin Centre, Arts Centre and Railway Museum have had significant capital investment to improve and update the facilities, which will improve the customer experience and subsequently satisfaction.
23. Culture and Heritage is in the high cost and lower performance quadrant. This indicator mainly relates to visits to and satisfaction with the Railway Museum. The Railway Museum was closed for refurbishment throughout 2007/08 which is reflected in the low performance score. However, since the Museum re-opened in April 2008, as Head of Steam, we have had record numbers of visitors which will significantly improve the financial and performance position next year.
24. The Cultural Services section has achieved a number of external recognition awards this year which highlight the provision of high performing services including the Market of the Year (Markets Attraction) Award by the National Association of British Market Authorities (NABMA), first place in the DAD Darlington Access for all Award and the Customer Service Excellence awarded by EMQC Ltd (formerly known as Chartermark).

## Highways and Transport



25. Street lighting has significantly improved performance year on year with faults repair time falling. This is a high cost areas as a number of lighting columns are beyond their expected life and requiring repairs.
26. Environmental safety and routine maintenance along with traffic management are shown to be poor performing. A major indicator used in the calculations is the amount of time temporary traffic controls are in operation. During 2007/08 two major schemes impacted significantly on this figure:-
  - (a) the construction of a new junction on B6279 Houghton Road for the new Darlington Eastern Transport Corridor where traffic lights were required continuously for 43 days.
  - (b) A68 West Auckland Road scheme requiring traffic signal control to allow safe construction.
27. The number of road casualties impact on the Traffic Management and Road Safety calculation. The figures used in the calculation were taken from the calendar year 2006 when Darlington suffered from an unexplainable 'spike' in accidents in the killed or seriously injured category. From an average of around 40 accidents a year in previous years 2006 saw it rise significantly to 66. Investigation could not highlight any particular reason. However, 2007 and 2008 (to date) are showing a significant reduction down to early 30's. In general, the Council is ahead of target for hitting the governments 2010 national targets by a combined approach of engineering solutions at problem locations, training to improve life skills of children and education to raise awareness of road safety.

Another factor used in this calculation is the number of signal controlled crossings meeting criteria for disabled users. Darlington has a local policy developed with Darlington Association on Disability (DAD) which means poor performance against the national

standard. This means we have a local solution that the users support but affects the calculation. This indicator has been dropped from the national indicator set and this combined with the accident data reflecting a more accurate picture of what is happening in Darlington should show significant improvement in the VFM.

28. As mentioned earlier, the performance and expenditure are related to 2007/08 and in some indicators 2006/07 and this value for money assessment does not reflect the Council's outstanding performance in delivering the Local Transport Plan (LTP), as judged by Government Office North East where the delivery of the second LTP covering 2006 to 2011 was judged as 'Good', the highest rated in the region.

### **Budget Pressures**

29. Despite the department undertaking a vigorous analysis of the detailed estimates to ensure there is no inefficiency and implementing a number of in year efficiencies, there still remains significant pressure on resources for 2009/10 and the following years. The change in economic climate has impacted on budgets beyond expectation and the pressures that cannot be contained fall into 4 categories:
- (a) High inflationary rises on service costs of £0.341m. This pressure includes increases in power costs and residential home inflation.
  - (b) Reduced income and cessation of external grants of £1.019m. This significant pressure is mainly due to a reduction in income for the Building and Highways Divisions. In both areas the economic climate has reduced the availability of large capital contracts to tender for and the reduced turnover has directly impacted on the profits of the divisions. This pressure is being reported in the 2007/08 MTFP monitoring reports and is unlikely to change in the next few years. There is also pressure on our sponsorship budget as large companies who were previously relied are also under pressure and are cutting their budgets.
  - (c) We have also had a reduction in external grants the most significant being Supporting People income which was used to fund clients with learning disabilities.
  - (d) Increases in service demand, £0.457m. This pressure relates to Adult Social Care and the increase in older people requiring services. This trend is seen across the country with demographics changing generally towards an ageing population. We are also seeing a significant increase in young adults with learning difficulties accessing our service.
  - (e) Other, £0.247m. The other pressures are of a varied nature and include required works for health and safety, for example safety barrier checks on our highways and increased driver training due to legislation changes.

### **Efficiency gains to assist with Corporate Financial Pressures**

30. A high level review of Adult Social Care is taking place and the initial estimate for savings in 2009/10 is £0.257m increasing to £0.670m in 2011/12. The review will challenge and improve current commissioning practices, whilst reviewing systems and processes within the division.

31. The department has or is in the process of reviewing working methods to improve efficiency, this includes mobile working where technology is changing and improving the way we are providing services. This technology is being used in Adult Social Care and Building Services and will be rolled out to Environmental Services during 2009/10. Further efficiencies will be made by reducing overtime and reconfiguring the Warden Service where some of the staff will be based in a mobile unit in the community providing a more effective responsive service

<b>Action</b>	<b>Financial effect £000</b>
High level review of Adult Social Care	257
Efficiencies from improved working methods and structure changes	258
<b>Total</b>	<b>515</b>

### **Efficiency gains to help stay within existing resources**

32. The department is constantly looking to make efficiency gains and this has been mainstreamed into all operations. To improve efficiency, offset pressures and enable reallocation of resources to areas of increased demand the following reductions in net expenditure have been made through management action.

<b>Action</b>	<b>Financial effect £000</b>
Allowance for staff turnover	256
Deleting non contractual inflation	87
<b>Total</b>	<b>343</b>

33. As with any large organisation there is an element of staff turnover with a gap between a member of staff leaving and the replacement joining. The department has made an allowance for this in the 2009/10 estimates, along with taking out any allowance for non contractual inflation.

### **Proposed Savings to assist with Corporate Financial pressures**

34. To assist with the corporate financial pressures Cabinet and CMT have considered and supported the following proposed savings. These savings will reduce the department's existing resource allocation thereby freeing up corporate resources to fund pressures. The proposed savings will have an impact on service provision details of which are identified in the main body of the report.

<b>Action</b>	<b>Financial effect £000</b>
Close Public conveniences	25
Close and demolish South Park Aviary	35
Make a charge for cycle and pedestrian training	40
Reduce opening hours at the Head of Steam	48
Reduce opening hours at Eastbourne Sports Complex.	88
<b>Total</b>	<b>236</b>

N.B the savings in the first year are reduced by £64,000 due to redundancy and demolition costs.

### Departmental MTFP 200/09 – 2011/12

35. The department's detailed estimates were prepared on the basis of existing levels of service taking into account known pressures and savings. Having done this the position for the next four years is set out in Table 1 below:-

<b>Table 1</b>				
<b>Departmental MTFP 2009/10 - 2012/13</b>	<b>09/10 £000</b>	<b>10/11 £000</b>	<b>11/12 £000</b>	<b>12/13 £000</b>
<b>Resources</b>				
Initial resource allocation	44.564	46.142	47.643	49.242
Pressures	2.064	2.480	2.824	3.341
Savings for Corporate use				
- Efficiencies	-0.515	-1.060	-1.268	-1.268
- Member decisions	-0.172	-0.236	-0.236	-0.236
Resource Allocation	45.941	37.326	48.963	51.079
<b>Estimates</b>				
Initial Estimates	46.971	38.965	50.810	52.926
Savings for corporate use	-0.687	-1.296	-1.504	-1.504
Departmental savings	-0.343	-0.343	-0.343	-0.343
<b>Proposed budget</b>	<b>45,941</b>	<b>47,326</b>	<b>48,963</b>	<b>51,079</b>

N.B. the draft estimates for 2009/10 are net of the corporate savings identified in the main body of the report which are being consulted upon. The draft estimates also include the efficiency savings identified previously in the departmental report.



## **Charges**

36. From the end of December 2012, the Council has a legal duty to abate 50% of mercury emissions from the Crematorium. There are two ways of achieving this, either by paying into a burden sharing scheme or abating our own cremators. Out of the 252 local authorities who have crematoria, 136 are charging an environmental surcharge. 69 of the 136 are charging the Federation of British Cremator Authorities (FBCA) charge and 67 are using another rate. The recommended charge for 2008 by the FBCA is £40.00.
37. It is proposed that for 2009/10, Darlington charge an additional £50.00 per cremation and the income from this surcharge is put into a sinking fund to go towards the costs of abating our own cremators. The cost of a new mercury abatement plant will be funded by the sinking fund and prudential borrowing, which will be covered by the ongoing environmental surcharge.
38. Proposals for the 2009/10 charges are shown in **Annex 1**. These charges take account of the temporary VAT reduction.

## **Recommendations**

39. Members are asked to approve :-
  - (a) The detailed estimates for Community Services Department.
  - (b) The proposed schedule of charges for Community Services.

**Cliff Brown**  
**Director of Community Services**

EJD : Extension 4447

**COMMUNITY SERVICES - SCHEDULE OF CHARGES 2009/10**

SERVICES	EXISTING CHARGE £	NEW CHARGE £	FINANCIAL EFFECT £
<b>DOLPHIN CENTRE</b>			
<b>Swimming</b>			
Adult Swim	2.90	2.95	
Concession	2.20	2.25	
Junior Swim	2.10	2.15	
Concession	1.55	1.60	
Family Swim (up to 4 children accompanying 1 adult)	1.55	1.60	
<b>Fitness Areas</b>			
Pulse Suite	3.60	3.65	
Concession	2.75	2.80	
Junior Pulse Suite	2.80	2.85	
Concession	2.10	2.20	
<b>Health &amp; Fitness Classes</b>			
Health & Fitness Classes	3.20	3.25	
Concession	2.40	2.45	
<b>Multi Activity Sessions</b>			
Badminton Daytime Session	3.10	3.15	
Concession	2.35	2.40	
<b>Half Main Hall</b>			
Adult	38.20	38.80	
Junior (1 hour courts only)	25.80	26.20	
Weekday lunchtime	32.00	32.50	
<b>Badminton/ Short - Tennis Court</b>			
Adult	6.50	6.60	
Concession	4.90	5.00	
Junior (1 hour courts only)	3.30	3.35	
Concession (1 hour courts only)	2.50	2.60	

<b>SERVICES</b>	<b>EXISTING CHARGE £</b>	<b>NEW CHARGE £</b>	<b>FINANCIAL EFFECT £</b>
<b>DOLPHIN CENTRE, continued</b>			
<b>Squash Courts</b>			
Adult	5.80	5.90	
Concession	4.35	4.45	
Junior (up to 5.00pm on weekdays only)	3.10	3.15	
Concession (up to 5.00pm on weekdays only)	2.35	2.40	
<b>Equipment Hire</b>			
Footballs	FREE	FREE	
Footballs - Deposit	5.00	5.00	
Badminton	1.95	2.00	
Badminton - Deposit	5.00	5.00	
Squash Racquets	1.95	2.00	
Squash Racquets - Deposit	5.00	5.00	
Table Tennis Bats	1.35	1.40	
Table Tennis Bats - Deposit	5.00	5.00	
Pram Lock	FREE	FREE	
Pram Lock – Deposit	5.00	5.00	
<b>Children's Activities</b>			
Crèche	2.10	2.15	
Soft play admissions Monday to Friday	2.85	2.90	
Soft play admissions Weekends	3.10	3.15	
Sensory Room Monday to Friday	2.85	2.90	
Sensory Room Weekends	3.10	3.15	
Parent/toddler (Soft play)	2.85	2.90	
<b>Other Activities</b>			
Climbing Wall	3.80	3.85	
Concession	2.85	2.90	
Junior Climbing Wall	3.00	3.05	
Concession	2.25	2.30	
Showers	1.10	1.15	

SERVICES	EXISTING CHARGE £	NEW CHARGE £	FINANCIAL EFFECT £
<b>DOLPHIN CENTRE, continued</b>			
<b>Fit 4 Life Packages</b>			
Platinum Package	32.50	32.50	
<b>Swimming Pools</b>			
Main Pool - per hour	38.50	68.90	
Diving Pool - per hour	38.50	39.10	
Teaching Pool - per hour	38.50	39.10	
Gala - per hour			
Swimming Galas - whole complex			
Normal opening hours - per hour	220.00	223.40	
Outside normal opening hours - per hour	115.00	117.10	
Swimming Galas - Schools, Junior Clubs and Organisations			
Main Pool - Peak	157.50	159.45	
Main Pool - Off Peak	106.50	108.25	
Main Pool and Teaching Pool - Peak	219.00	222.40	
Main Pool and Teaching Pool - Off Peak	136.00	137.80	
Electronic Timing	60.00	61.05	
<b>Dry Sports Hall</b>			
Main Sports Hall - per hour	75.00	76.30	
Special Events - per hour Monday to Friday	225.00	N/A	
Special Events - per hour Weekends	240.00	241.10	
Preparation - per hour Monday to Friday	120.00	N/A	
Preparation - per hour Weekends	127.50	129.90	
Special Events - Schools - per hour off peak	35.00	35.45	
Meeting Room	16.00	16.75	
Seminar Room/Stephenson Suite	23.50	24.60	

SERVICES	EXISTING CHARGE £	NEW CHARGE £	FINANCIAL EFFECT £
<b>DOLPHIN CENTRE, continued</b>			
Central Hall			
All Events (except commercial, exhibitions and local societies)	75.00	78.75	
Exhibitions - commercial - per hour	100.00	103.35	
Local Societies event - per hour	52.50	54.15	
			<u><u>20,511</u></u>
<b>PARKS</b>			
Bowls Season Ticket	23.00	23.80	
Concession	17.00	17.60	
Football - Hire of Hundens Park Pitch			
Seniors' Match	33.00	33.00	
Juniors Match	18.00	18.00	
			<u><u>280</u></u>
<b>EASTBOURNE SPORTS COMPLEX</b>			
Adult Track	3.00	3.10	
Concession	2.25	2.30	
Junior Track	1.80	1.85	
Concession	1.40	1.45	
Adult Artificial Pitch 1/3 (45 mins)	37.00	38.15	
Junior Artificial Pitch 1/3 (45 mins)	22.00	22.70	
Adult Full Artificial Pitch	66.00	68.00	
Junior Full Artificial Pitch	37.00	38.10	
Full Pitch Lights	9.50	N/A	
1/3 Pitch Lights	3.60	N/A	
Pulse 3	3.60	3.65	
Concession	2.75	2.80	
Junior Pulse Suite	2.80	2.85	
Concession	2.10	2.20	
Function Room/Community Pavilion - per hour	10.00	14.00	
			<u><u>2,211</u></u>

SERVICES	EXISTING CHARGE £	NEW CHARGE £	FINANCIAL EFFECT £
<b>STRESSHOLME GOLF CENTRE</b>			
<b>Green Fees</b>			
Monday - Friday	14.95	15.25	
Concession	11.25	11.45	
Junior (up to 18 years)	11.25	11.45	
Concession	8.50	8.65	
Twilight	8.25	8.40	
Concession	6.30	N/A	
Twilight Junior	8.25	8.40	
Concession	6.30	N/A	
<b>Weekends &amp; Bank Holidays</b>			
Adult	17.00	17.25	
Concession	12.80	13.00	
Junior	12.80	13.20	
Concession	9.60	N/A	
Twilight	9.10	9.25	
Concession	6.80	N/A	
Twilight Junior	9.10	9.25	
Concession	6.80	N/A	
<b>Day Tickets</b>			
Monday - Friday	23.40	23.75	
Concession	17.55	17.85	
Junior	17.55	17.85	
Concession	13.30	N/A	
Weekends and Bank Holidays	29.00	29.45	
Concession	21.75	22.05	
Junior	21.75	22.05	
Concession	16.50	N/A	
<b>Driving Range</b>			
Large Basket (75 balls)	3.70	3.75	
Medium Basket (50 balls)	3.00	3.05	
Small Basket (25 balls)	1.70	1.75	

SERVICES	EXISTING CHARGE £	NEW CHARGE £	FINANCIAL EFFECT £
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**STRESSHOLME GOLF CENTRE, continued**

**Annual Season Tickets**

7 Days	423.00	423.00	
7 Days Youths (18-21 years)	186.00	186.00	
7 Days Juniors (under 18 years)	100.00	100.00	
5 Days (Monday- Friday)	296.00	296.00	
Couples	789.00	789.00	

Social subject to approval by Durham	28.00	28.55	
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Stressholme Board Room – per hour	10.00	11.85	
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**Nil**

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A £5.00 administration fee will be charged in addition to the Green Fees for non-payment.

**REFUSE COLLECTION AND DISPOSAL**

Refuse sacks (per 25) (Exclusive of VAT)	64.25	74.60	<b>560</b>
Garden waste sacks (Non Vatable)	6.90	7.10	<b>130</b>

**CEMETERIES**

**Burial fees without exclusive right of burial (these fees will be tripled where the deceased is a non resident of Darlington at time of death).**

Individual foetal remains	No Charge	No Charge	)
Stillborn or child not exceeding 12 months	No Charge	No Charge	)
Person over 12 mths up to 18 years	150.00	150.00	)
Person over 18 years	435.00	457.00	)
			)

SERVICES	EXISTING CHARGE £	NEW CHARGE £	FINANCIAL EFFECT £
<b>Burial fees with exclusive right of burial (these fees will be doubled where the deceased is a non resident of Darlington at time of death).</b>			)
Individual foetal remains	No Charge	No Charge	)
Child not exceeding 12 months	No Charge	No Charge	)
Person over 12 mths up to 18 years	150.00	150.00	)
Person over 18 years	435.00	457.00	)
Cremated remains	85.00	90.00	)
			)
<b>Exclusive rights of burial (these fees will be doubled if the purchaser is a non resident of Darlington if not purchased at time of first interment).</b>			)
Exclusive burial rights (50 years)	445.00	465.00	)
Exclusive burial rights for a bricked grave	900.00	930.00	)
			)
<b>Other charges</b>			)
Scattering of cremated remains	40.00	40.00	)
Indemnity form (to produce duplicate grant	35.00	40.00	)
Use of Cemetery Chapel	60.00	60.00	)
After post mortem remains	70.00	90.00	)
Evergreens (including grass mats)	60.00	60.00	)
Exhumation of a body (excl. re-interment)	770.00	810.00	)
Exhumation of cremated remains (excl. re-interment)	165.00	173.00	)
			)
<b>Grave Maintenance (inclusive of VAT)</b>			)
Initial payment	38.00-50.00	40.00-50.00	)
Annual Maintenance	26.00	27.55	)
			)
			)
<b>Memorials (fees will be doubled where the deceased to whom the memorial/inscription refers was non resident of Darlington at time of death)</b>			)



SERVICES	EXISTING CHARGE £	NEW CHARGE £	FINANCIAL EFFECT £
Memorial rights including first inscription (30 years)	160.00	160.00	)
Provision of kerbs – traditional sites only)	50.00	50.00	)
Vases not exceeding 300mm	60.00	60.00	)
Additional inscription	60.00	60.00	)
<b>Total financial effect for Cemeteries</b>			<b><u>6338</u></b>

## CREMATORIUM

### Crematorium fees (inclusive of certificate of cremation, medical referee fees, use of organ and scattering of remains in Gardens of Remembrance at an unreserved time)

Individual foetal remains	No charge	No charge	)
Hospital arrangement – foetal remains	75.00	79.00	)
Stillborn or child not exceeding 12 months	No charge	No charge	)
Person over 12 mths up to 18 years	150.00	150.00	)
Person over 18 years	435.00	457.00	)
After post mortem remains	75.00	90.00	)
			)
<b>Other charges</b>			)
			)
Environmental Surcharge – New Charge for mercury abatement to be added to crematorium charges.	n/a	50.00	)
Postal Carton	10.00	12.00	)
Metal Urn	30.00	30.00	)
Wooden Casket	40.00	40.00	)
Baby Urn	10.00	10.00	)
Crematorium Chapel	60.00	63.00	)
Scattering of remains at reserved time	40.00	40.00	)
Medical Referee Fee	10.00	10.00	)

SERVICES	EXISTING CHARGE £	NEW CHARGE £	FINANCIAL EFFECT £
<b>Book of Remembrance (inclusive of VAT)</b>			
Single Entry (2 lines)	50.00	51.70	)
Double Entry (3 or 4 lines)	85.00	88.60	)
Additional lines	20.00	20.00	)
Crest or floral emblem	95.00	95.00	)
<b>Memorial Cards (inclusive of VAT)</b>			
Single entry card (2 lines)	15.00	15.00	)
Double entry card (3 or 4 lines)	22.00	22.00	)
Additional lines	5.00	5.00	)
Crest of floral emblem	35.00	35.00	)
Personal photographs – set up	20.00	20.00	)
Additional photographs – after set up	10.00	10.00	)
<b>Memorial Books (inclusive of VAT)</b>			
Single entry book (2 lines)	40.00	40.00	)
Double entry card (3 or 4 lines)	46.00	46.25	)
Additional lines	5.00	5.00	)
Crest of floral emblem	35.00	35.00	)
Personal photographs – set up	20.00	20.00	)
Additional photographs – after set up	10.00	10.00	)
<b>Triptych (inclusive of VAT)</b>			
Single entry card (2 lines)	25.00	25.00	)
Double entry card (3 or 4 lines)	32.00	32.00	)
Additional lines	5.00	5.00	)
Crest of floral emblem	35.00	35.00	)
Personal photographs – set up	20.00	20.00	)
Additional photographs – after set up	10.00	10.00	)

<b>SERVICES</b>	<b>EXISTING CHARGE £</b>	<b>NEW CHARGE £</b>	<b>FINANCIAL EFFECT £</b>
<b>Other memorial schemes</b>			
Replacement kerb vase plaque	180.00	187.00	)
Replacement flower holder	5.00	5.00	)
Wall plaques	From 180.00	From 187.00	)
Planter plaques	From 270.00	From 280.45	)
<b>Lease of space for memorial plaques (per annum)</b>	<b>20.00</b>	<b>20.70</b>	
<b>Total financial effect for Crematorium</b>			<b><u>49,000</u></b>

#### Markets

##### Covered Market

Butchers stalls	(	Five year	No change
Fruiterers and perishable food	( stalls	Lease	No change
Other Stalls	(	In	No change
Cellars	(	operation	No change
Shops		Three - Five year leases	No change
Trade Refuse Removal (per week including VAT)		11.00	11.85

**Nil**

##### Cattle Market

<b>Tolls</b>			
Cattle		13.30	Index linked
Sheep, pigs, calves		4.35	and auto-
<b>Levies</b>			
Cattle		10.64	atically variable
Sheep, pigs, calves		3.48	under the terms of the lease
Rent		4,000	<u>4,000</u>

**Nil**

<b>SERVICES</b>	<b>EXISTING CHARGE £</b>	<b>NEW CHARGE £</b>	<b>FINANCIAL EFFECT £</b>
<b>Other Markets</b>			
West Row – Per 3m x 3m Gazebo	20.00	N/A	
West Row – Per 3m x 4.5m Gazebo	25.00	30.00	
Tubwell Row– Per 3m x 3m Gazebo	15.00	20.00	
Horsemarket– Per 3m x 3m Gazebo	15.00	20.00	
Horsemarket– Per 3m x 4.5m Gazebo	20.00	25.00	
Blackwellgate Per 3m x 3m Gazebo	N/A	20.00	
All the above to include lighting when supplied			
Car Boot Licence (for more than 30 stalls) Per stall	N/A	4.00	
Council operated Car Boot Sale - vehicle entrance fee	N/A	10.00	
Council operated Car Boot Sale - pedestrian entrance fee (10 years & over)	N/A	1.00	
Charitable per day (or part day) (charge per market) - subject to a maximum of 30 stalls -	50.00	50.00	
Non Charitable			
1 - 10 stalls (minimum charge)	80.00	80.00	
11 - 30 stalls (per stall) - subject to a maximum of 30 stalls	8.00	8.00	
Large scale market events i.e. Summer Spectacular. Subject to negotiation with the Operator(s)			
Craft Market – Per 3m x 3m Gazebo	20.00	30.00 for a bi- monthly offer	
Farmers Market – Per 3m x 3m Gazebo	20.00	25.00	
Food Fayre – per 3m x 3m Gazebo	N/A	25.00	
NB Craft, Food and Farmers Market charges include lighting when supplied + tables			
			<b>3,000</b>

<b>SERVICES</b>	<b>EXISTING CHARGE</b>	<b>NEW CHARGE</b>	<b>FINANCIAL EFFECT</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>ALLOTMENTS</b>			
Rent per year	43.00	45.20	)
Rent per year for Leisuresavers	20.48	22.60	)
			<b>420</b>
<b>Head of Steam</b>			
<b>Entrance Fees</b>			
Adults	4.95	4.95	
Concessions	3.75	3.75	
Children (6-16 years old)	3.00	3.00	
Children (under 6)	No charge	No charge	
Single Membership	10.00 per annum	10.00 per annum	
Family Day Pass (2 adults, 2 children)	10.00	10.00	
Family Membership (2 adults, 4 children)	15.00 per annum	15.00 per annum	
Organised School Visits	No charge	No charge	
Lectures	2.50 per person	2.50 per person	
Live Darlington	See note	See note	
Live Darlington - 25% discounts for eligible persons (discount also applies to members of the Friends of Darlington Railway Museum and the Darlington Railway Preservation Society, and FREE admission to their committee members)			<b>Nil</b>
<b>Family History Research</b>			
Family/Railway History Research (for personal use only) via letter, email or phone	First half hour no charge then 6.00 per half hour. Personal Visits to the Ken Hoole Study Centre are at no charge	20.00 (first hour) 20.00 per additional hour. Personal Visits to the Ken Hoole Study Centre are at no charge	
Family/Railway History Research Agents	N/A	30.00 (first hour) 30.00 per additional hour	<b>1,000</b>

<b>SERVICES</b>	<b>EXISTING CHARGE £</b>	<b>NEW CHARGE £</b>	<b>FINANCIAL EFFECT £</b>
<b>Historical Research</b>			
Current Affairs and Documentaries	N/A	60.00 per hour	
TV Dramas and Films	N/A	120.00 per hour	
			<b>240</b>
<b>Photocopying</b>			
A4	20p	20p	
A3	40p	40p	
			<b>Nil</b>
<b>Personal photographic reproduction</b>			
Photographic reproduction: max size A4	N/A	4.50 per hard copy image (exc. Postage) 6.50 for digital copy (exc. postage)	
Scans – CD	2.00	N/A	
Image	2.00	N/A	
Photographic Paper Image	1.00 per page + extra 2.00 per image	N/A	
Plan Copies	4.00 per metre	6.00 per metre	
			<b>165</b>
<b>Commercial photographic reproduction</b>			
Regional newspapers	N/A	Free	
National newspapers	N/A	35.00 per image	
Specialist Journals, Newsletters and Magazines	N/A	15.00 per image	
National, Journals, Newsletters and Magazines	N/A	25.00 per image	
Television and Film Productions	N/A	50.00 per image	

<b>SERVICES</b>	<b>EXISTING CHARGE £</b>	<b>NEW CHARGE £</b>	<b>FINANCIAL EFFECT £</b>
Publishing fee – Image for book or magazine	10.00 per image	N/A	
Image for television, on top of copying fees	40.00 per image	N/A	
			<b>170</b>
<b>Photographic reproduction in Books</b>			
Less than 6,000 runs	N/A	20.00 per image	
Less than 6,000 runs (cover image)	N/A	25.00 per image	
Over 6,000 runs	N/A	40.00 per image	
Over 6,000 runs (cover image)	N/A	60.00 per image	
Discount for 10 images or more	N/A	10%	
			<b>795</b>
<b>Filming Fees</b>			
Student Productions (interiors/exterior)	N/A	Free but donation welcome	
Small Productions (interiors/exterior) e.g. TV shows and Documentaries	N/A	300.00 per day (including setting up and de-rigging days)	
Large Productions (interiors/exterior) e.g. Films	N/A	500.00 per day (including setting up and de-rigging days)	
			<b>800</b>
<b>Conference Facilities</b> (use of room and access to facilities but excludes Catering)			
During Opening Hours – per hour (Non Commercial Organisation use only 2008/09)	18.67	25.00	

<b>SERVICES</b>	<b>EXISTING CHARGE £</b>	<b>NEW CHARGE £</b>	<b>FINANCIAL EFFECT £</b>
Outside Opening Hours – per hour (Non Commercial Organisation use only 2008/09)	38.63	32.50	
Use by Commercial Organisations	23.50	N/A	
Use by Museum Friends, DRPS, NELPG, NERA, A1 Trust, DMRC and GLAD – During Opening Hours (with an understanding that paying users have priority booking)	No charge	No charge	
Use by Museum Friends – Outside Opening Hours (providing nominated persons are responsible for securing premises when vacated)	No charge	No charge	
			<b>265</b>
<b>Use of Museum Field</b>			
Caravan Users	6.00 per Caravan per night	6.00 per Caravan per night	
Educational Use	No charge	No charge	
Corporate Events	Negotiated on an individual basis	Negotiated on an individual basis	
			<b>Nil</b>
<b>Paranormal Investigation Groups</b>			
Non commercial organisations	200.00	200.00	
Commercial organisations	500.00	500.00	
			<b>Nil</b>
<b>Adult Services</b>			
Day Care Charge – per day	10.00	10.00	<b>Minimal</b>
Refreshments ad Day Care Facilities			
Lunch, morning and afternoon refreshments	3.50	3.60	<b>Minimal</b>
Additional Services – at Residential Establishments			
Breakfast	1.20	1.23	
High Tea	1.20	1.23	<b>Minimal</b>
Frozen Meals	3.00	3.09	<b>Minimal</b>
Home Care Service	9.77	10.51	<b>40</b>



**CORPORATE SERVICES DEPARTMENT  
BUDGET REVIEW  
MEDIUM TERM FINANCIAL PLAN 2009/10 to 2012/13**

**Purpose of the Report**

1. To review the Medium Term Financial Plan for the Corporate Services department.

**Service Outline**

2. Corporate Services department is responsible for the provision of a wide range of services, a description of which and the estimates for 2009/10 are given below. The department provides, support services to departments across the Council, front line services direct to the public and costs that relate to the function of the Council as a democratically elected, multi-purpose organisation with community-leadership responsibilities. Support services are recharged to receiving departments, front line and democratic services are not recharged to individual services but are separately identified as front line and Corporate and Democratic Core costs respectively.

<b>Budget Area</b>	<b>Proposed budget £000</b>
<b>Director and Secretarial Support</b> The Director, all secretarial support for the department and some departmental budgets which are held centrally.	369
<b>Accounting and Financial Services</b> The central accounting functions which deal with the Authority's accounting, budgeting, financial reporting, Capital Programme, Treasury Management, VAT and financial planning. The budget includes the cost of the Corporate Financial and Payroll Systems.	263
<b>Council Tax and National Non Domestic Rates Collection</b> The cost of collecting of £39m of Council Tax from 48,000 properties and £32m NNDR from 3,300 properties in Darlington.	317
<b>Community Grants</b> Grants to Parish Councils; Financial Assistance and Discretionary Rate Relief to individuals and organisations.	93
<b>Corporate Assurance</b> Ensures the Council's Section 151 Statutory Financial Officer fulfils his duties. The service area conducts audits and provides consultancy support to departments. This area also deals with Risk Management and Insurance and Information Governance (incl. Freedom of Information) as well as the Archive service.	463
<b>Assistant Director Corporate Services</b> Management of Performance, Property and Darlington & Stockton Partnership	110
<b>Xentrall Services (Darlington &amp; Stockton Partnership)</b> Provision of shared services for Darlington and Stockton Borough Council's, including transactional HR (recruitment, payroll etc.) transactional finance (payment and debtors ledger, systems etc.) ICT and design & print services.	2,321

<b>Property Management</b> The Council has a wide range of property and this service undertakes the management of key aspects of its portfolio. The service also acquires land and property (voluntarily or by Compulsory Purchase) for key Council projects.	309
<b>Land and Property</b> Covers the maintenance and operation of the Council's land and property portfolio,	513
<b>Performance and Development</b> Performance and Development management for Corporate Services department.	71
<b>Borough Solicitor &amp; Legal Services</b> The budget includes the Monitoring Officer role, all legal advice, conveyance, contracts and searches.	488
<b>Registrars of Births, Deaths and Marriages</b> The cost to the Council of providing the registration service.	11
<b>Town Hall</b> The total cost of operating the Town Hall buildings and telephones.	767
<b>Democratic</b> Administrative support to the Council's democratic decision making processes and the costs of Register of Electors.	453
<b>Corporate Management</b> All elected Members' costs and subscriptions to national and regional associations. Also certain defined expenditure required to be excluded from front-line services, principally external audit and inspection fees and bank charges.	2,128
<b>Customer Services</b> Provides the Council's principle first contact for a range of services	889
<b>Assistant Director Public Protection</b> Management of Building Control, parking, Environmental Health, Licensing and Trading Standards	116
<b>Building Control</b> Service dealing with statutory building control function, dangerous structures, access (disability) issues and provision of advice.	67
<b>Parking</b> The operation and day to day management of the Borough's Pay and Display Car Parks, on-street parking and Resident's Parking Zones.	(1,909)
<b>Environmental Health</b> Staff engaged in pollution control, food hygiene inspections and Health and Safety Enforcement.	591
<b>Pest Control</b> Pest Control and pest eradication.	37
<b>Emergency Planning</b> From the Civil Contingencies Act, new responsibilities on Local Authorities regarding Emergency Planning.	118
<b>Hackney Carriages</b> Licensing and control of standards of taxis and private hire vehicles.	0
<b>Licensing</b> Administering the granting and renewal of all licences (excluding Taxis).	10
<b>Trading Standards</b> Weights and measures service, enforcement of product and services standards and consumer advice.	407
<b>Human Resources</b> The cost of the centralised HR service including Health and Safety, the Occupational Health service and the Corporate Training Budget.	492

<b>Proposed corporate savings</b> relating to workforce development, training budgets and centralisation of telephone services.	(90)
<b>TOTAL</b>	<b>9,404</b>

### **Darlington & Stockton Partnership**

3. May 2008 saw the commencement of the Darlington & Stockton Partnership undertaking 'shared services' together with Stockton-On-Tees Borough Council to provide a range of Corporate and Transactional Services to each Council. The partnership has taken the identity of "Xentrall Services" and includes the following services
  - (a) **Design and Print** – This service is located in the main at Stockton Municipal Buildings (a small presence remains in Darlington);
  - (b) **ICT** – mainly located at Lingfield Point Darlington (with a new computer room being built within the lower ground floor of the Town Hall at Darlington), though once again there will be a satellite presence at the Town Hall, Darlington and at various sites within Stockton (as at present);
  - (c) **Transactional Finance** (Payment & Sales ledger, income & banking and system & business support) – This service is located in Bayheath House Stockton along with;
  - (d) **Transactional HR** (Recruitment & Selection, Payroll, Absence Processing, Contracts and system & business support).
4. The business case outlines net savings of £7.4m that can be delivered over the life of the partnership, these savings will be split 61.8/38.2 between Stockton and Darlington based on the initial costs of services at both Councils.
5. There are also planned service improvements in all areas and, in particular a fundamental change in the delivery of ICT by utilising some of the efficiency savings for reinvestment in ICT to deliver improvements / efficiency gains for other services within the council.

### **Service Planning**

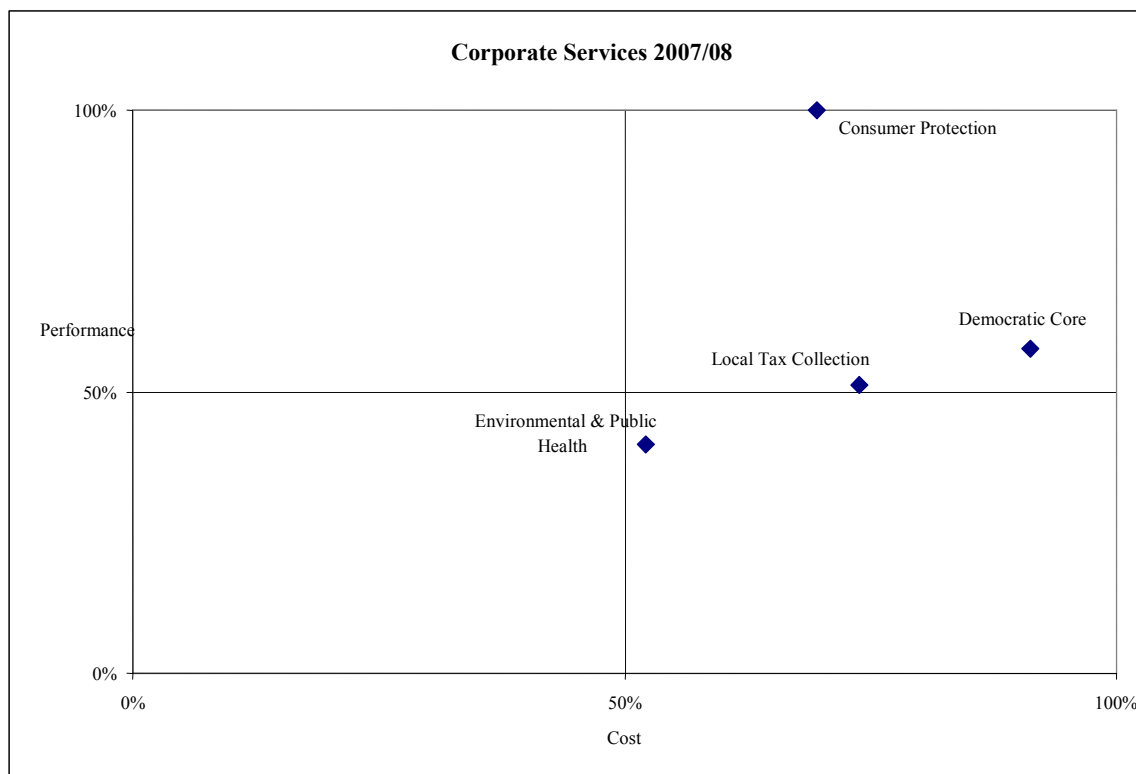
6. Planning of the Department's services for 2009/10 onwards commences prior to the compilation of detailed estimates and informs the allocation of resources through the budget setting process. In addition to the departmental plan, there are seven service plans covering the Department's major service groupings: -
  - (a) Resources (incorporating Finance & Estates)
  - (b) Legal and Democratic
  - (c) Human Resource Management
  - (d) Darlington & Stockton Partnership
  - (e) Customer Services
  - (f) Public Protection
  - (g) ICT
7. The following key priorities have been identified for 2009/10 onwards: -
  - (a) Implement an action plan to meet the requirements of the new use of resources assessment
  - (b) Develop and commence plans for better utilisation of office accommodation and modern ways of working
  - (c) Produce options for implementing a corporate landlord approach

- (d) Review corporate debt collection procedures
- (e) Reduce sickness absence
- (f) Reduce avoidable contact across the council and specifically with Customer Services to deliver improved performance
- (g) Complete ICT infrastructure review and establish the new joint data centre
- (h) Implement Corporate Governance action plan
- (i) Review Emergency Planning
- (j) Review efficiency of services

**Value for Money (VFM)**

8. The Audit Commission data comparing cost and performance that is used to indicate VFM across the Council’s services is primarily concerned with ‘front-line’ services that are delivered direct to the public. This provides limited data for a department that is largely responsible for providing support to other services. Benchmarking is used to provide more information about comparative cost and performance for these support services, using data gathered by professional institutes. Indications of VFM, actions taken to achieve improvements and future plans are detailed below, together with the sources of benchmarking data where this has been used.
9. The chart below is a indicator of VFM, prompting questions that may lead to management action rather than providing definitive answers. The latest data available is for 2007/08, commentaries on services provided by corporate services are given below. Cost data is provided from revenue estimates for 2007/08.

**Audit Commission VFM data:**



10. Local Taxation - performance is indicated by a combination of council tax and non domestic rates (NDR) in-year collection. Taking council tax and NDR together, Local Taxation collection was above median performance for unitary authorities in 2006/07. The cost indicator uses a combination of collection and benefit administration cost. Costs are also above the median and have increased from 2006/07 with additional resources being allocated to improve front end service via call and contact centres.
11. Local taxation received a significant improvement in rating within the community survey from 2006 to 2007. This improved rating has been sustained within the 2008 survey.
12. Collection of council tax as measured by BV9 remained at 96.6% in 2007/08, the same level as the previous year. The PI measures in-year collection however, ultimate collection is in excess of 99%.
13. Performance on NDR collection as measured by BV10 declined marginally from 99.1% in 2006/07 to 99.0% in 2007/08. In comparison with other unitary authorities our performance was second quartile. NDR collection performance is more volatile than council tax as there is fewer but larger individual value accounts.
14. The service is performing well, though further improvement is possible. Costs are also slightly higher than may be achievable. A review of Local Taxation, Benefits and Customer Services will target improvement in collection performance and customer focus, combined with cost reductions.
15. **Corporate and Democratic Core (CDC)** – The costs of CDC include all Member-related expenditure, the Policy Unit and corporate activity such as preparation and approval of the revenue budget and capital programme. As these costs tend to vary according to type of authority (Unitary, County, district etc) rather than size of authority, the relatively high per-capita cost of CDC is to be expected of a small unitary authority. A range of corporate PI's measures performance. Overall performance is indicated to be slightly above the unitary authorities average. The Council's overall 4 Star Comprehensive Performance Assessment rating also indicates very effective corporate and democratic leadership.
16. **Environmental and Public Health Services** – This service shows as being just short of medium performing and at medium cost in comparison with other unitary authorities. Performance has moved up in the table from the 2006/07 position, falling just short of the upper quartile, whilst cost has fallen in the same period. Costs will fall further in line with budget efficiencies made in 2008/09 and additionally the cost figures included in the tables are from 2007/08 RA forms which were submitted prior to the restructuring of departmental management costs from the former D&E department which were top heavy in allocation to environmental health and trading standards areas. Environmental Health is only measured against 2 indicators which are BV166a "Environmental Health Checklist" and BV217 %age of pollution control improvements completed on time.
17. **Consumer Protection** – This service shows as being high cost but with maximum performance in comparison with other unitary authorities. Again, costs will fall further in line with budget efficiencies made in 2008/09 and with the restructuring of departmental management costs from the former D&E department. This service is only measured against one indicator which is BV166b "Trading Standards Checklist".

## **Benchmarking: -**

### ***Finance***

18. Costs and performance are compared using the Chartered Institute of Public Finance and Accountancy (CIPFA) benchmarking service, comparing this Council with other unitary authorities. Financial management is indicated by a range of measures to be high performing. The CPA Use of Resources score of 3 out of 4 was further strengthened in 2008. Management are hopeful that the 2008 score, due to be released in February 2009, will confirm further improvement. Costs are relatively cost in comparison with other single-tier councils. The relative high cost is explained by the relatively small size of the Authority in comparison to others in the group but having to undertake the same statutory functions irrespective of size. This is further evidenced when comparing unit cost to revenue turnover, where Darlington sits under the average for the group. Elements of the finance function have transferred into Xentrall services which should increase economies of scale and efficiencies for this authority.

### **Human Resource Management**

19. Costs and performance of the HR service are compared using the Chartered Institute of Public Finance and Accountancy (CIPFA) benchmarking service, comparing this Council with other Unitary authorities. Within this tool the service is compared both to a full range of Authorities of differing sizes and types and with a smaller group of Authorities similar to Darlington in size and HR service delivery model. When compared with both these groups HR performs well against a number of indicators.
20. With regard to cost HR is performing well when compared to other authorities in the group, as Darlington falls below the average (mean) for total HR cost per employee and at average for total cost per HR staff. There is no specific HR overall performance measure, performance is measured for functions such as sickness absence. The performance of HR is included in the overall assessment of the Council; no authority can achieve a four star rating without a well performing HR department, which suggests that Darlington's HR is performing well. With the transfer of elements of the HR functions to Xentrall Services, efficiencies are expected across both partner authorities, which should further enhance benchmarking performance.

### **Information and Communications Technology**

21. Performance of the ICT Service is measured using a range of indicators. Local indicators are used to measure and report in Customer satisfaction and performance of the ICT service Desk. In addition, the ICT Service periodically benchmarks its performance against a range of indicators developed by the Society of Information Technology Managers (Socitm).
22. The IT function moved into Xentrall Services in May 2008, within the business case for the partnership there are a number of efficiencies designed to improve the performance and cost of the ICT service across both partner Councils.
23. ICT will no longer be benchmarked for each Council, instead Xentrall services will be monitored as a separate entity in its own right. Evaluations will take place both for CIPFA VFM and SOCITM measures.

## Legal and Democratic Services

24. There is a lack of comparative information about other authorities' costs and performance for legal and democratic services. In 2000 the Legal Services Section in Darlington was the first of the Tees Valley Authorities to gain Lexcel accreditation. Lexcel is the Law Societies Legal Practice Management Standard. The quality of the legal work is recognised by colleagues in other authorities. Since 2005 Darlington has provided legal advice and assistance to Teesdale District Council and since 2008 has also undertaken some work for Richmondshire District Council.

### *Customer Survey*

25. In August the Support Service area of Corporate Services undertook a survey of its internal customers to find their views on the services provided. Two questionnaires were carried out one to senior managers that focused on satisfaction, responding to need, supporting objectives of DBC, represents value for money and accurate, timely information. The second questionnaire targeted users of the services focusing on satisfaction, contact, staff treatment, ease of procedures and accurate, timely information. The average score from both managers and service users was 3.7 out of 5. Overall the scores are encouraging and reflect satisfaction with the service provided across the Council. Individual sections within the department have assessed their own scores and have written action plans to continue to improve service provision to client needs, in order to further increase service satisfaction amongst the users of the service.

### **Budget Pressures**

26. The department is facing a number of budget pressure areas where additional resources have been approved in order to achieve a balanced budget as per the following table

Pressure	2009/10 £'000s	2010/11 £'000s	2011/12 £'000s	2012/13 £'000s
Car parking income	130	130	130	130
Car parking running costs	30	33	36	39
Ending of the electoral register grant	35	35	35	35
<b>TOTAL</b>	<b>195</b>	<b>198</b>	<b>201</b>	<b>204</b>

### **Efficiency Gains**

27. The net budgets included within paragraph 2 (of this report) are those proposed budgets to balance to the allocated resource for 2009/10. This resource allocation has been revised to take account of the following budget reductions undertaken to contribute towards Council wide budget efficiencies. The following table summaries the proposed reductions, including, efficiencies, reduction in service and proposed increased income.

Action to contribute to corporate resources	Financial effect 2009/10 £'000s	Financial effect 2010/11 £'000s	Financial effect 2011/12 £'000s	Financial effect 2012/13 £'000s
<b>Requiring member decision</b> (detailed in the body of the main report)				
Mayor Charity shop, vacate and rent commercially	0*	25	25	25
Car Parking increased charges	185	185	185	185
<b>Efficiencies</b>				
Trading Standards, removal of a post	0*	34	34	34
Legal services, reduced expenditure through joint purchasing across the Tees Valley	5	5	5	5
Register office, deletion of admin post	5	5	5	5
Secretarial support, review of structure	0*	21	21	21
Review of workforce development	0*	35	35	35
Reduced expenditure on training across the Council	65	65	65	65
Reduced expenditure on recruitment advertising across the Council	25	25	25	25
Trading Standards, reduction in budgets	5	5	5	5
Building Control, removal of part time consultant	5	5	5	5
Reduction in corporate training	26	26	26	26
Mayoral Support, reduction in budget	2	2	2	2
Scrutiny, reduction in budget	2	2	2	2
Centralisation of telephony budgets	0*	30	30	30
Reduction in members training budgets	13	13	13	13
Remove members PC budgets for one year	20	0	0	0
Local taxation, savings in running costs	38	38	38	38
Review of Local Taxation & Customer Services	0*	200	200	200
Town Hall, savings in printing, postage and other running costs	50	50	50	50
Democratic Services, restructure of support staff	10	10	10	10
Pest Control & Environmental Health, reduced running costs	20	20	20	20
<b>Increased income</b>				
Trading Standards, additional grant income to fund standards work in tobacco control	5	5	5	0
Introduction of charges for skips and scaffolding licenses	27	27	27	27
Funding from PCT for healthy workforce initiatives	50	50	50	50
Local taxation, increased summons charges	4	7	7	7
<b>TOTAL</b>	<b>562</b>	<b>890</b>	<b>890</b>	<b>885</b>

\* savings in 2009/10 are offset by one off implementation costs or a time delay in introduction



## Risk Management

28. Through the service-planning process, risks are identified and assessed in terms of probability and potential consequence. Arrangements are made to manage risks within acceptable levels with the aims of minimising losses and maximising opportunities.
29. Where risks are assessed as being above acceptable levels, action plans are put in place to reduce exposure by either reducing the likelihood of an event occurring or lessening the impact. Each action plan is assigned to and managed by a senior officer of the Department.
30. Departmental risks that have been assessed as requiring action plans are:
  - (a) Delivery of targeted efficiencies
  - (b) Accommodation strategies
  - (c) Receipt of income from Building Control and car parking

## Departmental Medium Term Financial Plan

31. Detailed estimates have been prepared for the next four years for services of the Corporate services department in line with corporate guidelines.
32. Detailed estimates include:-
  - (a) Provision for annual pay award at 2.5% and specific price inflation where appropriate (2.25% salary inflation 2010/11 onwards)
  - (b) Unavoidable pressures
  - (c) Reductions in net expenditure, resulting from management actions to improve efficiency, cost reductions and increased income.
  - (d) Service Planning Implications

The proposed medium term Financial Plan for Corporate Services department is summarised in the table below

	2009/10 £000's	2010/11 £000's	2011/12 £000's	2012/13 £000's
<b>Resources</b>				
Resource Allocation for the year	9,621	9,738	10,065	10,305
Corporate Savings	(562)	(890)	(890)	(885)
Unavoidable growth (Pressure)	195	198	201	204
<b>Total resources available</b>	<b>9,254</b>	<b>9,046</b>	<b>9,376</b>	<b>9,624</b>
<b>Budgets</b>				
Detailed Estimates	10,071	10,096	10,446	10,689
Less Corporate Savings	(562)	(890)	(890)	(885)
Less Departmental Savings	(105)	(160)	(180)	(180)
<b>Revised detailed Estimates</b>	<b>9,404</b>	<b>9,046</b>	<b>9,376</b>	<b>9,624</b>
Less brought forward budget	(150)			
<b>Proposed budget</b>	<b>9,254</b>	<b>9,046</b>	<b>9,376</b>	<b>9,624</b>

## **Management Action to Achieve Balanced Budget**

33. The table within paragraph 25 above shows proposed efficiency savings tabled to balance the 2009/10 Council budget to resource.
34. Additionally a number of efficiencies have been achieved to balance departmental budget to resource as follows:-
  - (a) removal of non committed inflation from budget estimates to a value of £55,000
  - (b) planned carry forward of £150,000 to fund rental of the Studios until other occupied properties come off lease
  - (c) Budget allowance of £50,000 for staff turnover
35. The following additional actions have been taken to produce a balanced budget for years 2010/11 to 2012/13 as follows:-
  - (a) Removal of running costs budgets for properties that are due to come off lease or surplus to Council needs. Where properties are owned by the Council the inclusion of future rental income has also been budgeted for.
  - (b) Removal of non committed inflation from budgets in 10/11 to a value of £55,000

## **Proposed Charges**

36. **Annex 1** details the proposed charges for 2009/10 for services provided by Corporate Services for which charges are made. The financial effects of the proposed charges are included in detailed estimates.

## **Recommendations**

37. Members are asked to approve: -
  - (a) The detailed estimates for Corporate Services Department for 2009/10
  - (b) The proposed schedule of charges for Corporate Services for 2009/10.

**Paul Wildsmith**  
**Director of Corporate Services**

## CORPORATE SERVICES DEPARTMENT – SCHEDULE OF CHARGES 2009/10

	Existing Charge	New Charge 09/10	Financial Effect
	£	£	£
<b>Cost of Revenue Collection</b>			
<i>Council Tax</i>			
Issue of Summons for Liability Order	33.00	No Change	} £12,500
Issue of Liability Order	34.00	39.00	
Issue of Summons for Committal Hearing	80.00	No Change	
Issue of Statutory Demand	157.50	No Change	
<i>Business Rates (NNDR)</i>			
Issue of Summons for Liability Order	37.00	No Change	} £500
Issue of Liability Order	40.00	45.00	
Issue of Summons for Committal Hearing	80.00	No Change	
Issue of Statutory Demand	157.50	No Change	
<b>Town Hall</b>			
<i>Hire of Committee Rooms per Session</i>			
Public and Statutory Authorities	75.00	80.00	Minimal
Voluntary Organisations	11.00	12.00	Minimal
<b>Registration of Births, Deaths, Marriages And Civil Partnerships</b>			
<i>Marriages</i>			
Entering a Notice of Marriage or Civil Partnership	30.00	No Change	Nil
For a Registrar to Attend a Marriage at the Register Office	40.00	No Change	Nil
Civil Partnership Registration	40.00	No Change	Nil
Incumbents for every Entry Contained in Quarterly Certified Copies of Entries of Marriage	2.00	No Change	Nil
For a Registrar to Attend a Marriage at a Registered Building or at the Residence of a Housebound or Detained Person	47.00	No Change	Nil

	<b>Existing Charge</b>	<b>New Charge 09/10</b>	<b>Financial Effect</b>
	<b>£</b>	<b>£</b>	<b>£</b>
For a Superintendent Registrar to Attend Outside his Office to Attend a Marriage or Civil Partnership at the Residence of a Housebound or Detained Person	47.00	No Change	Nil
<u><i>Certification for Worship and Registration for Marriages</i></u>			
Place of Meeting for Religious Worship	28.00	No Change	Nil
Registration of Buildings for Solemnisation of Marriage	120.00	No Change	Nil
<u><i>Certificates Issued from Local Offices</i></u>			
Standard Certificate (SR)	7.00	No Change	Nil
Standard Certificate (RBD)	3.50	No Change	Nil
Short Certificate of Birth (SR)	5.50	No Change	Nil
Short Certificate of Birth (RBD)	3.50	No Change	Nil
Certificates of Civil Partnership (at time of ceremony)	3.50	No Change	Nil
Certificates of Civil Partnership (at later date)	7.00	No Change	Nil
General Search Fee	18.00	No Change	Nil
Each Verification	No Charge	No Change	Nil
<u><i>Register Office</i></u>			
Civil Partnership / Marriage Ceremony	43.50	No Change	Nil
<u><i>Citizenship Ceremonies (Private)</i></u>			
	100.00	No Change	Nil
<u><i>Civil Funerals</i></u>			
	135.00	150.00	Minimal
<u><i>All Ceremonies – Backhouse Hall</i></u>			
Monday to Friday	60/75.00	85.00	Minimal
Saturday (until 1:00pm)	100.00	150.00	Minimal
Saturday (after 1:00pm)	175.00	200.00	Minimal
Sundays and Bank Holidays	200.00	225.00	Minimal
<u><i>All Ceremonies – Approved Premises</i></u>			
Application Fee (3 years)	1,435.00	1,600.00	Minimal
Fee for Attendance Monday to Friday	225/250.00	275.00	Minimal
Fee for Attendance Saturday	300.00	325.00	Minimal
Fee for Attendance Sunday	400.00	425.00	Minimal
Fee for Attendance Bank Holiday	400.00	425.00	Minimal
<u><i>Certificates</i></u>			
Walk in Certificates	10.00	No Change	Nil

	<b>Existing Charge</b>	<b>New Charge 09/10</b>	<b>Financial Effect</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<b>Register of Electors – Sale</b>			
Register – Printed Form	10.00	No Change	Nil
Per 1,000 Names - Printed	5.00	No Change	Nil
Register – Data Form	20.00	No Change	Nil
Per 1,000 Names - Data	1.50	No Change	Nil
<b>Land Charges (revised 15<sup>th</sup> December 2008)</b>			
<i>Search Fees</i>			
Standard Search (post or DX)	129.00	No Change	Nil
Standard Search (electronic)	127.00	No Change	Nil
<i>Con 29 Required</i>			
One Parcel of Land	123.00	No Change	Nil
Several Parcels of Land – 1 <sup>st</sup> Parcel	123.00	No Change	Nil
Each Addition	25.00	No Change	Nil
<i>Con 29 Optional</i>			
Each Printed Enquiry	10.00	No Change	Nil
Own Questions	20.00	No Change	Nil
Official Search - LLCI	6.00	No Change	Nil
Official Search – NLIS (National Land Information Service)	4.00	No Change	Nil
Expedited Search	170.00	No Change	Nil
Personal Search	11.00	No Change	Nil
Additional Written Enquiries Received After a Search has Been Completed	20.00	No Change	Nil
Faxing Searches	10p per A4 Copy	No Change	Nil
Requesting Photocopy of a Search	10p per A4 Copy	No Change	Nil
Copy Documents (each)	10p per A4 Copy	No Change	Nil
<b>Licensing</b>			
<i>General Licensing</i>			
Pavement Café Licence	150.00	160.00	
Pavement Display Licence	150.00	No Change	
Pet Shops	100.00	110.00	
Animal Boarding	100.00	110.00	

	Existing Charge	New Charge 09/10	Financial Effect
	£	£	£
Dog Breeding	100.00	110.00	}
Riding Establishments	200.00	220.00	
Sex Shop Grant	3,200.00	3,500.00	
Sex Shop Renewal	1,000.00	1,100.00	
Sex Shop Transfer	1,000.00	1,100.00	
Skin Piercing (Premises) Grant	255.00	270.00	
Skin Piercing (Personal) Grant	55.00	60.00	
Skin Piercing Variation	55.00	60.00	
Motor Salvage Operators (3 year)	70.00	70.00	Nil
<u>Street Trading</u>			
November / December – Full Calendar Month	850.00	900.00	Minimal
Week	300.00	350.00	Minimal
Day (minimum 4)	60.00	75.00	Minimal
January / October – Full Calendar Month	550.00	600.00	Minimal
Week	220.00	250.00	Minimal
Day (minimum 4)	45.00	50.00	Minimal
Animal Consents (food – fixed pos)	6300.00	*See note below	
If paid monthly	+525.00		
Admin fee per month	+35.00		
<i>*Note:-The above to apply to itinerant traders. For regular all year round traders the individual days and differential months to be removed and replaced with fees as follows:-</i>			
Annual Consent		6,600.00	} £500 decrease
If Paying Monthly		+580.00	
If Paying Weekly		+150.00	
Buskers Selling CDs Half day	25.00	No Change	Nil
Full day	45.00	No Change	Nil
Mobile Vehicles (moving or layby)	225.00	240.00	} £250
New Vendor Permits	30.00	35.00	
Duplicate Licences	15.00	No Change	
Administration Charge per hour or part thereof	35.00	No Change	
Skip Hire License	N/A	15.00	
Hoarding/Scaffold License	N/A	50.00	£27,000

	<b>Existing Charge</b>	<b>New Charge 09/10</b>	<b>Financial Effect</b>
	<b>£</b>	<b>£</b>	<b>£</b>
<i>Statutory Fees</i>			
Adult Gaming Centres – Annual Fee	500.00	No Change	Nil
New Application		1,100.00	Nil
Variation		1,000.00	Nil
Transfer		1,100.00	Nil
Provisional Statement		1,100.00	Nil
Licence Re-instatement		1,100.00	Nil
Betting Shops - Annual Fee	500.00	No Change	Nil
New Application		1,100.00	Nil
Variation		1,100.00	Nil
Transfer		1,100.00	Nil
Provisional Statement		1,100.00	Nil
Licence Re-instatement		1,100.00	Nil
Bingo Halls - Annual Fee	500.00	No Change	Nil
New Application		1,100.00	Nil
Variation		1,100.00	Nil
Transfer		1,100.00	Nil
Provisional Statement		1,100.00	Nil
Licence Re-instatement		1,100.00	Nil
Family Entertainment Centres – Annual Fee	500.00	No Change	Nil
New Application		1,100.00	Nil
Variation		1,000.00	Nil
Transfer		950.00	Nil
Provisional Statement		1,100.00	Nil
Licence Re-instatement		950.00	Nil
Betting (tracks) - Annual Fee	500.00	No Change	Nil
New Application		1,100.00	Nil
Variation		1,100.00	Nil
Transfer		950.00	Nil
Provisional Statement		1,100.00	Nil
Licence Re-instatement		950.00	Nil
Gaming Machine Permits	500.00	No Change	Nil
Society Lotteries	500.00	No Change	Nil
Lotteries - New	40.00	No Change	Nil
Annual Fee	20.00	No Change	Nil

	<b>Existing Charge</b>	<b>New Charge 09/10</b>	<b>Financial Effect</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Machines on Alcohol Premises - Notification	50.00	No Change	Nil
More than 2 Machines	100.00	No Change	Nil
Annual Fee	50.00	No Change	Nil
<i>N.B – In 2007 the charges for lotteries, gaming permits and track betting were replaced by fees set in accordance with the Gambling Act 2005. The fees were grouped into fee bands with some small discretion for local authorities to determine where in the band the fees were set.</i>			
<u><i>Petroleum Stores</i></u>			
<2500 litres	37.00	39.00	Minimal
2,500 – 50,000 litres	52.00	54.00	Minimal
>50,000 litres	105.00	111.00	Minimal
Transfer / variation	8.00	8.00	Minimal
<b>Licensing Act 2003</b>			
Band A (RV £0 - £4,300) – Initial Fee	100.00	No Change	Nil
Annual Fee	70.00	No Change	Nil
Band B (RV £4,300 - £33,000) – Initial Fee	190.00	No Change	Nil
Annual Fee	180.00	No Change	Nil
Band C (RV £33,001 - £87,000) – Initial Fee	315.00	No Change	Nil
Annual Fee	295.00	No Change	Nil
Band D (RV £87,000 - £125,000) – Initial Fee	450.00	No Change	Nil
Annual Fee	320.00	No Change	Nil
Band E (RV > £125,00) - Initial Fee	635.00	No Change	Nil
Annual Fee	350.00	No Change	Nil
<u><i>Alcohol Multiplier</i></u>			
Band D Premises Initial Fee	900.00	No Change	Nil
Annual Fee	640.00	No Change	Nil
Band E Premises Initial Fee	1,905.00	No Change	Nil
Annual Fee	1,050.00	No Change	Nil
<u><i>Additional Capacity Fee</i></u>			
5,000 – 9,999 Initial Fee	1,000.00	No Change	Nil
Annual Fee	500.00	No Change	Nil
10,000 – 14,999 Initial Fee	2,000.00	No Change	Nil
Annual Fee	1,000.00	No Change	Nil



		<b>Existing Charge</b>	<b>New Charge 09/10</b>	<b>Financial Effect</b>
		<b>£</b>	<b>£</b>	<b>£</b>
15,000 – 19,999	Initial Fee	4,000.00	No Change	Nil
	Annual Fee	2,000.00	No Change	Nil
20,000 – 29,999	Initial Fee	8,000.00	No Change	Nil
	Annual Fee	4,000.00	No Change	Nil
30,000 – 39,999	Initial Fee	16,000.00	No Change	Nil
	Annual Fee	8,000.00	No Change	Nil
40,000 – 49,999	Initial Fee	24,000.00	No Change	Nil
	Annual Fee	12,000.00	No Change	Nil
50,000 – 59,999	Initial Fee	32,000.00	No Change	Nil
	Annual Fee	16,000.00	No Change	Nil
60,000 – 69,000	Initial Fee	40,000.00	No Change	Nil
	Annual Fee	20,000.00	No Change	Nil
70,000 – 79,999	Initial Fee	48,000.00	No Change	Nil
	Annual Fee	24,000.00	No Change	Nil
80,000 – 89,999	Initial Fee	56,000.00	No Change	Nil
	Annual Fee	28,000.00	No Change	Nil
> 90,000	Initial Fee	64,000.00	No Change	Nil
	Annual Fee	32,000.00	No Change	Nil
Personal Licence (10 years)		37.00	No Change	Nil
Provisional Statement		315.00	No Change	Nil
TEN		21.00	No Change	Nil
Theft / Loss of Licence / Notice		10.50	No Change	Nil
Variation of DPS		23.00	No Change	Nil
Transfer of Premises Licence		23.00	No Change	Nil
Interim Authority		23.00	No Change	Nil
Change of Name / Address		10.50	No Change	Nil
Freeholder / Leaseholder Register of Interest		21.00	No Change	Nil
Administration Charge (per hour or part thereof)		35.00	No Change	Nil
<i>NB – All the statutory charges listed above that are increased (i.e. from Central Government) will be subject to change as soon as they are known.</i>				
<b>Hackney Carriages</b>				
<u>Taxi Licensing</u>				
Driver Licence (single)		70.00	No Change	} £4,700
Driver Licence (combined)		110.00	No Change	
Hackney Carriage Vehicle Licence (excluding plate fee)		380.00	400.00	
Private Hire Vehicle Licence (excluding plate fee)		345.00	365.00	
Operator Levy		35.00	No Change	

	<b>Existing Charge</b>	<b>New Charge 09/10</b>	<b>Financial Effect</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Private Hire Operator Licence (operating levy in addition to vehicle licence fee)	250.00	275.00	Minimal
<u><i>Additional Charges</i></u>			
Knowledge / Regs Test (re-sits only)	25.00	No Change	Nil
Taxi Meter test	20.00	No Change	Nil
Plate (rear)	15.00	No Change	Nil
Plate (front)	10.00	No Change	Nil
Door Discs (each)	5.00	No Change	Nil
Tariff Card	2.00	No Change	Nil
Duplicate Driver Badge	10.00	No Change	Nil
Administration Charge (per hour or part - all applicants)	35.00	No Change	Nil
<b>Environmental Health</b>			
<u><i>Pest Treatment Charges (exclusive of VAT)</i></u>			
Insects – per treatment	55.35	57.00	Minimal
Rodents in Industrial Premises – per treatment	64.14	66.06	Minimal
Rodents in Private Premises	No Charge	No Charge	Minimal
<u><i>Home Safety</i></u>			
Microwave Testing (exclusive of VAT)			
Domestic	8.86	9.13	Minimal
Commercial	18.23	18.78	Minimal
<b>Trading Standards</b>			
<u><i>Measures</i></u>			
Linear Measures Not Exceeding 3m or 10ft each scale	11.00	12.00	Minimal
<u><i>Weighing Instruments (instruments calibrated to weigh only in Imperial or metric units)</i></u>			
Not Exceeding 15kg or 34lbs	31.50	33.00	Minimal
Exceeding 15kg (34lb) but not exceeding 100kg (224lb)	45.50	48.00	Minimal
Exceeding 100kg (224lb) but not exceeding 250kg (560lb)	66.50	70.00	Minimal
Exceeding 250kg (560lb) but not exceeding 1 tonne (2,240lb)	114.00	119.50	Minimal
Exceeding 1 tonne (2,240lb) but not exceeding 10 tonne (22,400lb)	184.00	193.00	Minimal
Exceeding 10 tonne (22,400lb) but not exceeding 30 tonne (67,200lb)	385.00	404.50	Minimal
Exceeding 30 tonne (67,200 lb) but not exceeding 60 tonne (134,400lb)	573.00	601.50	Minimal

	<b>Existing Charge</b>	<b>New Charge 09/10</b>	<b>Financial Effect</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Charge to cover any additional costs involved in testing instruments calibrated to weigh in both metric and imperial units or incorporating remote display or printing facilities – basic fee plus additional cost per person per hour on site (minimum charge ½ hour)	87.00	91.50	Minimal
<i>NB – Additional charge may be made where officers are requested To work outside normal office hours</i>			
<u>Measuring Instruments for Intoxicating Liquor</u>			
Not Exceeding 5fl oz or 150ml	18.00	19.00	Minimal
Other	21.00	22.00	Minimal
<u>Measuring Instruments for Liquid Fuel and Lubricants</u>			
Container Type (un- subdivided)			
Multi-grade (with price computing device) – Single Outlets	79.00	83.00	Minimal
Adjustment Solely Price	109.00	114.50	Minimal
Adjustment Otherwise	198.50	208.50	Minimal
Other Types - Single Outlets			
Adjustment Solely Price	87.00	91.50	Minimal
Adjustment Otherwise	118.50	124.50	Minimal
Other Types – Multi-outlets			
1 Meter Tested	126.50	133.00	Minimal
2 Meters Tested	208.00	218.50	Minimal
3 Meters Tested	284.50	298.50	Minimal
4 Meters Tested	362.00	380.00	Minimal
5 Meters Tested	438.00	460.00	Minimal
6 Meters Tested	514.50	540.00	Minimal
7 Meters Tested	581.00	610.00	Minimal
8 Meters Tested	672.00	705.50	Minimal
Charge to cover any additional costs involved in testing ancillary equipment which requires additional testing on site, such as credit card acceptors, will be based on the basic fee plus additional cost per person per hour on site (minimum charge ½ hour)	87.00	91.50	Minimal

	Existing Charge	New Charge 09/10	Financial Effect
	£	£	£
<u>Special Weighing and Measuring Equipment</u>			
For all specialist work undertaken by the department which is not included in lines 99 to 123 a charge per man per hour on site (minimum charge ½ hour) plus cost of provision of testing equipment	87.00	91.50	Minimal
<u>Certification and Calibration (Section 74 Weights &amp; Measures Act 1985)</u>			
In situ tests – cost of provision of testing equipment, plus a charge per man on site (minimum charge ½ hour)	87.00	91.50	Minimal
<i>NB – Additional charge may be made where officers are requested to work outside office hours</i>			
<u>Licensing – VAT Not Applicable</u>			
<u>Poisons Act</u>			
Initial Registration	34.00	35.50	Minimal
Re-registration	18.00	19.00	Minimal
Change in Details of Registration	10.00	10.50	Minimal
<u>Explosive Act (Statutory Fee)</u>			
Registration of Premises	31.50	**	
Licensing of Explosive Stores	63.00	**	
Sale of Fireworks – Licensing	525.00	**	
<u>Prosecution Costs</u>			
Hourly Rate for Preparation of Case Reports	32.50	34.00	Minimal
** these are statutory rates that are set centrally in April.			
<u>Discounts</u>			
Fees from Measures to Certification Calibration will be discounted as follows: -			
a) Where more than a single item is submitted on one occasion the second and subsequent fees will be reduced by 25%			
b) Where tests are undertaken using appropriately certified weights and equipment not supplied by the Borough Council the fees will be reduced by 25%			
c) Special rates can be negotiated for multiple submissions or where assistance with equipment or labour is provided			

	Existing Charge	New Charge 09/10	Financial Effect
	£	£	£
<i>NB – Where different fees are involved the highest fee will be charged in full and any discounts calculated from the remaining lesser fees</i>			
<b>Parking</b>			
Chesnut Street Lorry Park – per day	2.00	No Change	Nil
- per week	7.50	No Change	Nil
<u>Car Parks – Premium Rate</u>			
Abbotts Yard up to one hour	1.00	No Change	Nil
Abbotts Yard each additional hour	1.50	No Change	Nil
<u>Car Parks – Short Stay (per hour)</u>			
Archer Street (Saturday only)	0.80	1.00	
Barnard Street / Winston Street	0.80	1.00	
Beaumont Street	0.80	1.00	
Commercial Street	0.80	1.00	
Garden Street (Saturday only)	0.80	1.00	
Kendrew Street East (Saturday only)	0.80	1.00	
Town Hall	0.80	1.00	
Covered Market (30 minutes only)	0.80	1.00	£185,000
<u>Car Parks – Long Stay</u>			
Park Place East / West	per hour	0.80	1.00
	per day	4.00	No Change
	per week	15.00	No Change
Hird Street	per hour	0.80	1.00
	per day	4.00	No Change
	per week	15.00	No Change
St. Hildas	per hour	0.80	1.00
	per day	4.00	No Change
	per week	15.00	No Change
Archer Street (Monday to Friday)	per day	4.00	No Change
	per week	15.00	No Change
Central House (Saturday and Bank Holiday)	per day	4.00	No Change

		<b>Existing Charge</b>	<b>New Charge 09/10</b>	<b>Financial Effect</b>
		<b>£</b>	<b>£</b>	<b>£</b>
Garden Street (Monday to Friday)	per day	4.00	No Change	Nil
	per week	15.00	No Change	Nil
Kendrew Street East (Monday to Friday)	per day	4.00	No Change	Nil
	per week	15.00	No Change	Nil
Kendrew Street West	per day	4.00	No Change	Nil
	per week	15.00	No Change	Nil
Chesnut Street	per day	4.00	No Change	Nil
	per week	15.00	No Change	Nil
<i>Car Parks – Daily Charge</i>				
Park Lane		7.00	No Change	Nil
<i>Car Parks – Contract Car Parking</i>				
Per Calendar Month		57.50	60.00	Minimal
<i>Car Parks – Staff and Members Passes (per year)</i>				
Central House		173.00	No Change	Nil
Houndgate		173.00	No Change	Nil
Town Hall		173.00	No Change	Nil
<b>Building Control Supplementary Items</b>				
<b>(* denotes those items which include VAT)</b>				
Letter confirming exemption *		18.00	3.00	Minimal
Letter confirming enforcement action will not be taken *		18.00	3.00	Minimal
Decision * / Approval Notice * (Building Control)		18.00	See below	Minimal
Letter confirming completion *		18.00	3.00	Minimal
Site inspection to determine information *		18.00	14.50	Minimal
Responding to request for historical information from electronic databases (email response) *			4.20	Minimal
Responding to request for historical information from electronic databases (letter response) *			5.20	Minimal
Responding to request for historical information from manually recorded data (email response) *			12.50	Minimal
Responding to request for historical information from manually recorded data (letter response) *			13.50	Minimal

	Existing Charge	New Charge 09/10	Financial Effect
	£	£	£
Expediting search for historical information		10.00	Minimal
<i>Copy Documents – Monochrome</i>			
A4 Photocopy (excluding plans) – first page *	0.10	1.00	Minimal
subsequent pages *	0.30	0.10	Minimal
A3 Photocopy (excluding plans) – first page *	2.00	1.20	Minimal
subsequent pages *	0.50	0.20	Minimal
A2 Photocopy (excluding plans) – first page *	7.50	1.50	Minimal
A1 Photocopy (excluding plans) *	8.50	2.00	Minimal
A0 Photocopy (excluding plans) *	9.50	2.50	Minimal
<i>Copy Documents – Colour</i>			
A4 Photocopy (excluding plans) – first page *		2.00	Minimal
subsequent pages *		1.00	Minimal
A3 Photocopy (excluding plans) – first page *		3.00	Minimal
subsequent pages *		2.00	Minimal
A2 Photocopy (excluding plans)		6.00	Minimal
A1 Photocopy (excluding plans)		10.00	Minimal
A0 Photocopy (excluding plans)		12.00	Minimal
<i>N.B. – These charges have been subject to compliance with a High Court ruling advising authorities to only charge to recover actual costs incurred. This will result in a negative financial effect. All charges include VAT</i>			

<b>Building Regulation Fees – Schedule of Charges 2009/10</b>									
<b>Existing Fees</b>					<b>New Charges 09/10</b>				
<i>Schedule 1 – Small Domestic Buildings and Connected Work (all fees exclude VAT)</i>									
	<i>Number of Dwellings</i>	<b>Plan fee</b>		<b>Inspection Fee</b>		<b>Plan Fee</b>		<b>Inspection Fee</b>	
		Basic	Additional	Basic	Additional	Basic	Additional	Basic	Additional
	1	160.00		395.00		162.00		400.00	
	2	230.00		548.00		No change		No change	
	3	295.00		695.00		No change		No change	
	4	355.00		805.00		No change		No change	
	5	405.00		890.00		No change		No change	
	6	475.00		1,010.00		No change		No change	
	7	495.00		1,130.00		No change		No change	
	8	515.00		1,250.00		No change		No change	
	9	535.00		1,370.00		No change		No change	
	10	540.00		1,541.00		No change		No change	
	11	545.00		1,688.00		No change		No change	
	12	550.00		1,834.00		No change		No change	
	13	555.00		1,982.00		No change		No change	
	14	560.00		2,103.00		No change		No change	
	15	565.00		2,249.00		No change		No change	
	16	570.00		2,395.00		No change		No change	
	17	575.00		2,541.00		No change		No change	
	18	580.00		2,687.00		No change		No change	
	19	585.00		2,800.00		No change		No change	
	20	590.00		2,944.00		No change		No change	
	21 and over	600.00	10.00	3,011.00	102.00	No change		No change	
	31 and over	700.00	5.00	3,990.00	75.00	No change		No change	



		Existing Fees				New Charges 09/10			
<i>Schedule 2 – Small Buildings, Extensions, Alterations (all fees include VAT)</i>									
		Plan Fee	Inspection Fee	Notice or Reversion	Regularisation Fee	Plan Fee	Inspection Fee	Notice or Reversion	Regularisation Fee
A	Erection – detached garage/carport less than 40m2	141.91		141.91	148.08	146.80		146.80	153.19
B	Erection – detached garage/carport between 40m2–60m2	141.91	141.91	283.82	285.96	146.80	156.60	303.40	316.60
C	Extension less than 10m2	141.91	141.91	283.82	296.16	146.80	156.60	303.40	316.60
D	Extension between 10m2 – 40m2	141.91	288.72	430.62	449.34	146.80	298.51	4454.31	464.68
E	Extension between 40m2 – 60m2	141.91	425.74	567.65	592.34	146.80	440.42	587.22	612.77
<i>Schedule 3- Other Work</i>									
<b>Minor Works – Applies to new or replacement windows, boilers and cylinders to dwellings and changes to thermal elements of a dwelling by replacement, alteration to, or addition of, an element</b>									
	1,000 or less	73.40		73.40	76.60	No change		No change	
	1,001 – 2,000	137.02		137.02	142.98	No change		No change	
	2,001 – 5,000	225.10		225.10	234.88	No change		No change	
	5,001 – 20,000	225.10		225.10	234.88	No change		No change	

		Existing Fees				New Charges 09/10			
		Plan Fee	Inspection Fee	Notice or Reversion	Regularisation Fee	Plan Fee	Inspection Fee	Notice or Reversion	Regularisation Fee
	Plus every £1,000 or part over £5,000	2.29	7.00	9.29	9.49	No change		No change	
	20,001 – 100,000	93.00	282.00	375.00	382.98	No change		No change	
	Plus every £1,000 or part over £20,000	2.47	7.05	9.52	9.72	No change		No change	
	100,001 – 1,000,000	293.75	857.75	1,151.50	1,176.00	No change		No change	
	Plus every £1,000 or part over £100,000	1.08	3.28	4.36	4.45	No change		No change	
	1,000,000 – 10,000,000	1,272.53	3,830.50	5,103.03	5,211.97	No change		No change	
	Plus every £1,000 or part over £1,000,000	0.86	2.56	3.42	3.49	No change		No change	
	Over 10,000,000	9,257.24	27,772.00	37,029.24	37,817.01	No change		No change	
	Plus every £1,000 or part over £10,000,000	0.59	1.76	2.35	2.40	No change		No change	

		<b>Existing Fees</b>				<b>New Charges 09/10</b>			
		Plan Fee	Inspection Fee	Notice or Reversion	Regularisation Fee	Plan Fee	Inspection Fee	Notice or Reversion	Regularisation Fee
<u>Reduction to Domestic Multiple Works</u>									
When building work is carried out on a dwelling at the same time in Schedule 2 – category C, D and E and Schedule 3 - £2,000 and £2,001 - £5,000 a reduction of the fee is applicable. The fee applicable will be the costs incurred in Schedule 2 together with 50%									
The fees shown on Schedules 2 and 3 only covers the costs incurred for carrying out building work when an electrical certificate is issued by a competent electrician or is registered with an approved body. If the electrical work is to be inspected and certified by the Local Authority you will incur an additional charge which will be made available on request.									

## Revenue Estimates 2009/10

### Chief Executives

	2008/09	2009/10			
	Net Budget	Gross Budget	Income	Grants	Net Budget
	£000	£000	£000	£000	£000
Chief Executive & Administration	276	305			305
Policy Unit	542	552			552
Leading Edge Programme	270	224	(53)		171
Procurement Unit	93	93			93
Procurement Efficiency Savings	(132)	(200)			(200)
Communications Unit	173	318	(181)		137
Community Partnership & Engagements	543	697	(15)	(137)	545
Welfare Rights	65	80		(27)	53
Darlington Partnership	59	102	(46)		56
Safer Communities Co-ordination Unit	127	263	(13)	(120)	130
Assistant Chief Exec. Regeneration	336	363			363
Strategy	451	592	(1)	(80)	511
Development	260	925	(480)	(103)	342
Economic Regeneration	642	542			542
Transport Policy	255	660	(168)	(250)	242
Supported Buses	432	648	(47)	(109)	492
Concessionary Fares	2,418	3,217		(494)	2,723
Shop Mobility	68	68			68
Residual Costs of Transport Act	42	43			43
Council Wide Savings	0	(220)			(220)
<b>In year spend</b>	<b>6,920</b>	<b>9,272</b>	<b>(1,004)</b>	<b>(1,320)</b>	<b>6,948</b>
Planned brought forward resources	0	(71)			(71)
<b>Total Chief Executives</b>	<b>6,920</b>	<b>9,201</b>	<b>(1,004)</b>	<b>(1,320)</b>	<b>6,877</b>

**Revenue Estimates 2009/10**  
**Children's Services**

	2008/09	2009/10			
	Net Budget	Gross Budget	Income	Grants	Net Budget
	£000	£000	£000	£000	£000
Schools Budget	50,771	59,768	0	(8,007)	51,761
School Improvement & Development	4,213	7,236	(816)	(3,166)	3,254
Partnerships Budget	9,831	8,769	(55)	(6,205)	2,509
Children's & Families Budget	10,392	11,783	(897)	(1,691)	9,195
Planning & Resources	6,143	8,734		(4,535)	4,199
Specific Grants	(11,130)				
<b>Total Children's Services</b>	<b>70,220</b>	<b>96,290</b>	<b>(1,768)</b>	<b>(23,604)</b>	<b>70,918</b>

## Revenue Estimates 2009/10

*Community Services Department Estimates 2009/10*

<i>Community Services General</i>	<b>2008/09 Revised</b>	<b>Gross Budget</b>	<b>Income</b>	<b>Grants</b>	<b>Net Budget</b>
	£000	£000	£000	£000	£000
Art Centre, Civic Theatre & Art Collection	1,425	4,696	(3,106)	(135)	1,455
Building Design Services	(26)	354	(404)		(50)
Indoor Bowls Club	38	24			24
CCTV	400	596	(218)		378
Cemeteries and Crematorium	(618)	599	(1,052)	0	(453)
Countryside & Allotments	286	405	(10)	0	395
Dolphin Centre	2,003	3,765	(1,635)		2,130
Eastbourne Sports Complex	154	270	(147)		123
Grants	34	34			34
Highways	3,932	5,462	(418)	(237)	4,807
Markets	(164)	459	(616)		(157)
Outdoor Events	185	319	(18)		301
Performance Development	126	171	(41)		130
Public Conveniences	168	107			107
Property and Premises support	88	215	(101)		114
Railway Museum	308	356	(46)		310
Street Scene	5,604	6,870	(1,466)		5,404
Sports Development	81	257	(8)	(105)	144
Stray dogs	58	67	(2)		65
Stressholme Golf Course and Club House	32	478	(441)		37
Tourism	59	122	(30)		92
Transport	31		(327)		(327)
Waste Management	2,898	3,230		(175)	3,055
Works Property and Other Expenses	92	109			109
Christmas Lights	30	31			31
Community Safety Wardens	472	502	(24)		478
<b><i>Total Community Services - General</i></b>	<b>17,696</b>	<b>29,498</b>	<b>(10,110)</b>	<b>(652)</b>	<b>18,736</b>
<b><i>Community Services Housing</i></b>					
Improvement Grants Admin.	30	52	(31)		21
Housing Renewal Team	148	149			149
Land Rental/Leasing Income & Housing Act advances	(18)	3	(22)		(19)
Housing Benefits Administration	282	1,398	(70)	(1,031)	297
Community Housing Services	221	225			225

**APPENDIX 9**

<b>Community Services General</b>	<b>2008/09 Revised</b>	<b>Gross Budget</b>	<b>Income</b>	<b>Grants</b>	<b>Net Budget</b>
Homelessness	159	242	(31)	(40)	171
Welfare Services	176	165			165
Northumbrian Water Commission	(129)	0	(130)		(130)
Service Strategy & Regulation	76	76			76
Voluntary Sector Payments	90	90			90
Supporting People	18	184		(133)	51
<b>Total Community Services Housing</b>	<b>1,053</b>	<b>2,584</b>	<b>(284)</b>	<b>(1,204)</b>	<b>1,096</b>
<b>DLO profits</b>	<b>(753)</b>		<b>(764)</b>		<b>(764)</b>
<b>Community Services Adult Services</b>					
<i>Purchase of External Care</i>	16,015	26,922	(9,127)	(1,203)	16,592
<i>Learning Disability</i>	2,430	3,031	(458)	(121)	2,452
<i>Mental Health</i>	685	998	(81)	(138)	779
<i>Older People</i>	838	902	(101)		801
<i>Disability and Intermediate Care Services</i>	3,387	3,883	(366)	(92)	3,425
<i>Service Development and Integration</i>	2,785	3,775	(80)	(871)	2,824
<b>Total Community Services Adults Services</b>	<b>26,140</b>	<b>39,511</b>	<b>(10,213)</b>	<b>(2,425)</b>	<b>26,873</b>
<i>Planned b/fwd from previous year</i>	0	0			
<i>Planned c/fwd to following year</i>	0				
<b>Total Community Services</b>	<b>44,136</b>	<b>71,593</b>	<b>(21,371)</b>	<b>(4,281)</b>	<b>45,941</b>

## Revenue Estimates 2009/10

### Corporate Services

	2008/09	2009/10			
	Net Budget	Gross Budget	Income	Grants	Net Budget
	£000	£000	£000	£000	£000
Director and Secretarial Support	353	381	(12)		369
Accounting and Financial Services	358	477	(214)		263
Council Tax and NNDR Collection	336	718	(246)	(155)	317
Community Grants	93	93			93
Corporate Assurance	441	531	(68)		463
AD Corporate Services	85	110			110
Xentrall Services (D & S Partnership)	2,387	3,188	(867)		2,321
Property Management	288	421	(112)		309
Land and Property	465	1,023	(510)		513
Performance and Development	69	71			71
Borough Solicitor and Legal Services	482	787	(299)		488
Registrars of births, deaths and marriages	20	194	(183)		11
Town Hall	750	890	(123)		767
Democratic	452	455	(2)		453
Corporate Management	2,135	2,128			2,128
Customer Contact Centre	907	989	(100)		889
Public Protection Management & Admin	113	116			116
Building Control	101	474	(407)		67
Car Parking	(1,878)	845	(2,754)		(1,909)
Environmental Health	600	622	(31)		591
Pest Control	57	50	(13)		37
Emergency Planning	114	118			118
Hackney Carriages	0	140	(140)		0
Licensing	22	146	(136)		10
Trading Standards	410	452	(3)	(42)	407
Human Resources	569	1,374	(882)		492
Proposed Corporate savings	0	(90)			(90)
<b>In year spend</b>	<b>9,729</b>	<b>16,703</b>	<b>(7,102)</b>	<b>(197)</b>	<b>9,404</b>
Planned brought forward resources	(19)	(150)			(150)
					0
<b>Total Corporate Services</b>	<b>9,710</b>	<b>16,553</b>	<b>(7,102)</b>	<b>(197)</b>	<b>9,254</b>



## Revenue Estimates 2009/10

### Joint Boards & Levies

	2008/09	2009/10			
	Net Budget	Gross Budget	Income	Grants	Net Budget
	£000	£000	£000	£000	£000
Coroners Service	133	137			137
Environment Agency Levy	57	66			66
Tees Valley Development Company	75	76			76
Joint Strategy Unit	257	260			260
Tees Valley Urban Regeneration Company	100	102			102
					0
<b>In year spend</b>	<b>622</b>	<b>641</b>	<b>0</b>	<b>0</b>	<b>641</b>
Planned brought forward resources	0	0			0
<b>Total Chief Executives</b>	<b>622</b>	<b>641</b>	<b>0</b>	<b>0</b>	<b>641</b>