

Question Number	Item No	Raised By	Question Raised	Answer
1	5	Mrs Barbara Jacobson	6.3 Of the 429 people TUPed to Capita (CSG) and the 256 TUPed to Capita Symonds (DRS), how many were moved to jobs outside of Barnet, how many were made redundant because they could not move, and how many will remain in their jobs in Barnet?	<p>In the early part of this year, Capita shared the proposed measures it would take to achieve these outcomes with London Borough of Barnet management, staff, and unions. Capita plan to improve technology and processes, and use their shared service centres to achieve better economies of scale. These measures reduce the operating cost of CSG services by at least 45%. This will save the council £126 million over the next 10 years. Achieving these savings will require a reduction in the levels of staffing required overall and the relocation of some services and jobs to these shared Services outside the Borough. On the 7 October, Capita announced to employees its proposed plans to do this and that, subject to 90 days consultation, it would move forward with these plans.</p> <p>Of the 385 staff transferred to Capita CSG on 1st September, the proposed transformation plans affects 256 employees across Customer Services, HR, HR Pensions, Information Systems, and Revenues and Benefits. Of the 256 are affected by the proposals</p> <ul style="list-style-type: none"> a. 120 posts will be relocated b. 29 will be reduced and removed from the structure c. 107 are affected but will be retained in Barnet <p>The remaining 129 are not affected by the proposals and so are also being retained in Barnet meaning that the total number of posts remaining in the borough will be 236.</p> <p>DRS – there are no proposals to relocate jobs outside of Barnet, indeed the joint venture plans to expand and grow the business in Barnet, creating additional jobs over the term of the contract.</p>

2	5	Mrs Barbara Jacobson	<p>9.1.2 ... the level of savings is earlier than profiled.</p> <p>What is the amount of these early savings, which services to they come from, how do they compare to those profiled in terms of time and quantity, and how was this improvement in scheduled savings achieved?</p>	<p>For CSG, the budgeted savings in our financial strategy were for annual reductions in the CSG budget of £1.9m, £2.4m and £2m for 2013/14, 2014/15 and 2015/16 respectively. The final CSG contract achieved a saving of £5.8m in 2013/14 which was significantly more than was in the plan. The judicial review process meant that 5 out of 12 months savings for 2013/14 were not achieved, but overall for 2013/14 savings were still in excess of what is in the budget.</p> <p>Capita provided a price for the delivery of all of the services, so the saving is not separated out into services. The additional saving was achieved through ensuring that the procurement process was as competitive as possible and bidders were challenged to deliver significant savings for the Barnet taxpayer.</p>
3	5	Mrs Barbara Jacobson	<p>9.2.1 The Council forecasts that the cut to its grant, after factoring in increases due to inflation and demographic pressures, over the four year period from 2016 to 2020 will result in a budget gap of £73.6m.</p> <p>Considering this statement, what practical sense does it make to reduce and freeze council tax now, losing the council approximately £4m</p>	<p>All Councils across the country face significant budget challenges between now and the end of the decade. Barnet Council has made significant savings mainly through improvements in efficiency in the running of services, and will continue to do so in the future to meet the budget gap set out in the question.</p> <p>The Council is acutely aware of rising costs of living, and the financial pressures that people are facing. As a result, it is committed to ensuring that Council Tax is as low as possible, demonstrated by the proposal to reduce Council Tax for 2014/15, and freeze for 2 years after that.</p>

			over two years (see 9.4.6), which could be used to provide services	
4	5	Mrs Barbara Jacobson	9.2.2 As the survey to which you are referring is now a year old, the claims made should all be in the past tense. When will the results of the latest Residents' Perception Survey be available?	The current Residents Satisfaction Survey was undertaken during September and October 2013. The results of this, along with consultation on budget proposals set out in the report, will feed into the final budget setting paper to Cabinet in February 2014.
5	5	Mrs Barbara Jacobson	<p>9.2.4 'During these challenging times, the Council does not want to increase the financial burden on families and individuals. This is why the Council has frozen Council Tax for four years from 2010/11 to 2013/14, and will reduce Council Tax in 2014/15, representing a real terms cut in Council Tax of 20% over the five-year period.'</p> <p>The burden on the highest rate council taxpayer will be reduced by £32 a year, or 61p a week, and the burden on the lowest rate taxpayer will be reduced by £9.44 a year,</p>	<p>The Council's aim is to ensure that Council Tax remains as low as possible. The level of Council Tax was one of the top three concerns in the 2012 residents perception survey, so this is a response to public concerns at a time of financial austerity.</p> <p>When the Council set up its local Council Tax Support scheme for 2013/14 (which replaced the previous Council Tax Benefit), it set the charge at 8.5% which was very low compared to many neighbouring boroughs. For example, Brent has set its charge at 20%, Enfield 19.5%, Haringey 19.8% and Harrow at 22.5%.</p>

			or 18p a week. There is not a significant savings at either end of the scale. The report also says that the council aims to 'support families and individuals that need it' so why not apply the savings to pay the council tax contribution of those people on benefit?	
6	5	Mrs Barbara Jacobson	9.4.8 How does the Chair explain the apparent contradiction between the 'level of savings is earlier than profiled', allowing for a tax cut and freeze, reported in 9.1.2, and the statements here that £500,000 in savings be moved from 2014/15 to 2015/16 because of delays in signing the CSG contract? ?	<p>The savings under the CSG contract have been realized earlier than was originally profiled, as set out in the response above.</p> <p>The saving that had to be moved from 2014/15 to 2015/16 is in respect of additional savings (over and above those included within the CSG contract) that were being proposed in Adults services around additional procurement savings and back office efficiencies that the CSG provider could support in delivering. Due to the delay in entering the contract, planning for this work started 5 months later than originally envisaged, so the saving needed to be re-profiled.</p>
7	5	Mrs Barbara Jacobson	9.4.8 What efficiencies in transport account for a projected savings of £1m?	Appendix 2, Children's services, line E2 sets out the detail of this saving. This is targeting a reduction in demand for SEN transport through route optimization, independent travel training and direct payments where appropriate.
8	5	Mrs Barbara Jacobson	9.4.8 This paragraph is confusing. Does it mean that there was meant to be an intended savings of £1m in	Yes the interpretation set out above is correct.

			2013/14 but only half that amount was saved, and so is deferred to 2014.15 and therefore the £500,000 that was to be saved in 2014/15 needs to be moved to 2015/16, and if not, what does it mean?	
9	5	Mrs Barbara Jacobson	9.4.12 How many additional people have been made homeless as a result of the cap on benefits and what is the percentage increase?	Only one person has become homeless as a result of the Benefit Cap.
10	5	Mrs Barbara Jacobson	9.4.12 What is the 'New government guidance being consulted on in early 2014 regarding parking enforcement changes'?	<p>The Government have revealed plans for a major overhaul of parking rules especially in town centres. Ministers Eric Pickles and Patrick McLoughlin, announced that the DCLG and the Department for Transport would publish details shortly of the changes, which are designed to help with the cost of living and support local shops.</p> <p>The reforms will include:</p> <ul style="list-style-type: none"> • stopping CCTV being used for on-street parking enforcement • new open data on parking to allow the public to 'go compare' <p>There will also be proposals for consultation in the new year on:</p> <ul style="list-style-type: none"> • updating parking enforcement guidance to support local shops • tackling wrongly-issued fines • stopping unacceptable parking fine collection practices • reviewing unnecessary yellow lines and the scope for residents' reviews • reviewing the grace period for parking offences

				<ul style="list-style-type: none"> • clamping down on anti-social driving and encouraging social responsibility • spreading best practice on supporting town centres and tackling illegal parking • analysis of the impact of different transport policies on town centre vitality
11	5	Mrs Barbara Jacobson	9.4.12 Precisely what does 'the council reduces its control of the social care and health integration monies' mean in everyday practical terms?	Currently the Council receives funding, via the NHS, for social care related expenditure. For 2015/16 onwards, this funding will go into an integrated fund (a pooled budget) with the NHS. The precise details are not currently clear, but there is a risk that the Council will have less control over how this funding is allocated in the future.
12	5	Mrs Barbara Jacobson	<p>Adults and communities savings table</p> <p>E1 For the benefit of clarity, please explain what is meant by 'universal services' and 'telecare'?</p>	<p>Universal Services are services that are offered to all residents regardless of eligibility or funding arrangements. These could include advice, information, access to community groups, advocacy, leisure, education. It is important that individuals are both informed and able to access these services as a key part of the Social Care offer.</p> <p>The Department of Health defines Telecare as: Personal and environmental sensors in the home that enable people to remain safe and independent in their own home for longer. 24 hour monitoring ensures that, should an event occur, the information is acted upon immediately and the most appropriate response put in place.</p> <p>Telecare offers individuals, their families and carers, security and peace of mind, through services that enable people to stay independent in their own home for as long as possible.</p> <p>It could be a simple alarm / call system that alerts relatives or carers when an individual has a problem, to something more complex like a multi-functional environmental system that can monitor falls, floods,</p>

				<p>smoke and individuals movements within their home environment (this is particularly effective in managing dementia).</p> <p>It is because of this reassurance that there are now an estimated 1.7 million telecare users in the United Kingdom.</p>
13	5	Mrs Barbara Jacobson	E1 Will the type of social care and residential care currently available still be available or will it be totally eradicated?	<p>Current services will still be available to those who have assessed eligible needs that can only be safely met by a particular type of care provision. An example would be someone who has 'critical' care needs and is at immediate risk of significant impairment to health or harm/danger to themselves or others. Such persons may need a residential placement or an intensive support package of care.</p>
14	5	Mrs Barbara Jacobson	E1 Will people in need of care have any say in the type of care they receive?	<p>Yes. We currently work in a personalised way ensuring that the individual is at the heart of the decision making process, along with their next of kin, family or carer where appropriate. The individual contributes fully to both their assessment and the development of any subsequent support plan. If individuals do not have capacity or family members then they can access advocacy services to help influence their choices. The development of social care in Barnet has been focused on ensuring greater personalisation for users of services and a positive experience of care and support for carers and this remains a priority going forward.</p> <p>People receiving a personal budget are encouraged to consider taking this as a 'Direct Payment' which allows them greater choice and control in relation to how they meet their assessed needs.</p>

15	5	Mrs Barbara Jacobson	E13 What are the reasons that people or their families decide they should move out of the borough?	<p>Individuals may have decided to move out of the borough for a number of reasons when moving into residential care these include:</p> <ul style="list-style-type: none"> • Choosing to move to particular area to be nearer to family and/or friends. • Choosing to move to particular area due to a previous connection to that area. • Availability of specialist provision in relation to particular needs. • Availability of vacancies in particular homes. • Choosing to move to a home on the boundary of Barnet. • Choosing to move to a home based on personal preferences e.g faith
16	5	Mrs Barbara Jacobson	E13 Does this mean 50 people in total each year or 50 people in total for the two financial years?	The savings relate to 50 people in total for the two financial years.
17	5	Mrs Barbara Jacobson	E13 What will happen to these projected savings if the Council cannot find this number of people who want to be moved out of the borough?	<p>The saving is not based on moving people out of the borough. It is based on individuals who in the past have been placed by Barnet Council out of the borough (due to reasons as covered in the answer to question 16) in a registered residential care setting but subsequently the home they are living in has de-registered into a supported living scheme. This means that after a period of time the responsibility for funding their care moves to the local authority where the individual now lives.</p> <p>The saving is based on 50 people over the next two years and we have already identified 39 people whose funding we believe should be transferred to a local authority other than Barnet as they are now a resident of that local authority. We expect that this will apply to further</p>

				individuals over the course of the next 2 years enabling the achievement of the saving.
18	5	Mrs Barbara Jacobson	<p>Children's Services savings table</p> <p>E3 Is the training budget able to be reduced because staffing levels have been reduced, and, if not, how can the council ensure high-quality care if staff are not being trained or given Continuing Professional Development?</p>	This saving will not impact the training and development of social workers and other staff. It is for a trainee scheme that sponsored individuals to become qualified social workers. It is now no longer required as there are sufficient numbers of qualified social workers to recruit from in the open market.
19	5	Mrs Barbara Jacobson	E5 How can the council reduce running costs in Children's Homes when the cost of utilities continues to rise?	The increasing cost of utilities was considered as part of the savings exercise. Savings will also be made through efficiencies in maintenance costs across the two children's homes.
20	5	Mrs Barbara Jacobson	E5 Will reducing the cost of maintenance and repair mean finding less expensive contractors to do the work or saving on materials, and how will the Council ensure that such efficiencies will not have	A dedicated building maintenance officer has been recruited with a diverse range of skills which will assist in reducing costs and alleviating the need for use of contracted services.

			a negative impact on the quality of the buildings?	
21	5	Mrs Barbara Jacobson	E8 How will the council reduce the running costs of libraries and increase income from them? Will this lead to more attempted partial or full closures, or proposals to sell public library buildings?	Officers are investigating a range of options to lower the running costs of libraries. This includes reducing on-going maintenance costs, creating additional spaces for rent via the libraries capital programme and investigating new income streams. There are no plans to close any Barnet libraries.
22	5	Mrs Barbara Jacobson	Special Parking Account pressures P1 What is the amount of savings realized in 2012/13 and 2013/14, and how does this compare to the savings projected at the time of signing the contract?	The realization savings were £772,000 for 2012/2013, as of Quarter 2 2013/14 there is a pressure being reported of £701,000. In order to improve this position a parking recovery plan is being put into place. The amount profiled as part of the savings originally expected from the alternative service provision was £772k from 2012/13, £349,000 for 2013/14, and growth of £108,000 for 2014/15.
23	5	Mrs Barbara Jacobson	P1 How can the Council state the savings for 2013/14 when that financial year has not yet reached its final quarter?	Please see previous answer.

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24	5	Mrs Barbara Jacobson	P1 Why is there an increase of £108k in the contract cost with NSL?	This is the cost profile devised when the alternative service model was implemented and is a profile issue only to accommodate for one-off changes within the contract.
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