



## ***POLICY AND RESOURCES CABINET BOARD***

***Immediately Following Scrutiny Committee on  
WEDNESDAY, 2 NOVEMBER 2016***

***COMMITTEE ROOMS 1/2 - PORT TALBOT CIVIC CENTRE***

### **PART 1**

1. To agree the Chairman for this Meeting.
2. To receive any declarations of interest from Members.
3. To receive the Minutes of the previous Policy and Resources Cabinet Board held on 21 September 2016. *(Pages 3 - 10)*
4. To receive the Forward Work Programme 2016/17. *(Pages 11 - 14)*

### **To receive the Report of the Head of Corporate Strategy and Democratic Services**

5. Unreasonable/Unacceptable Customer Behaviour Policy *(Pages 15 - 26)*

### **To receive the Report of The Head of Financial Services.**

6. Treasury Management Monitoring 2016/17 *(Pages 27 - 32)*
7. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Statutory Instrument 2001 No 2290 (as amended).
8. Access to Meetings - to resolve to exclude the public for the following items pursuant to Regulation 4(3) and (5) of Statutory

Instrument 2001 No. 2290 and the relevant exempt paragraphs 12,14 and 16 of Part 4 of Schedule 12A to the Local Government Act 1972.

## **PART 2**

### **To receive the Private Report of the Head of ICT and Corporate Procurement (Exempt under Paragraphs 14 and 16).**

9. Supply of Web Based Virtual Library *(Pages 33 - 38)*

### **To receive the Private Report of the Head of Financial Services (Exempt under Paragraphs 12 and 14).**

10. Hardship Relief *(Pages 39 - 42)*  
11. Hardship Relief *(Pages 43 - 50)*

**S.Phillips**  
**Chief Executive**

**Civic Centre**  
**Port Talbot**

**Thursday, 27 October 2016**

### **Cabinet Board Members:**

**Councillors:** A.H.Thomas and A.N.Woolcock

#### **Notes:**

- (1) *If any Cabinet Board Member is unable to attend, any other Cabinet Member may substitute as a voting Member on the Committee. Members are asked to make these arrangements direct and then to advise the committee Section.*
- (2) *The views of the earlier Scrutiny Committee are to be taken into account in arriving at decisions (pre decision scrutiny process).*

**EXECUTIVE DECISION RECORD**  
**CABINET BOARD – 21 SEPTEMBER 2016**  
**POLICY AND RESOURCES CABINET BOARD**

**Cabinet Board Members:**

Councillors: A.N.Woolcock (Chairperson) and P.A.Rees

**Officers in Attendance:**

Mrs.K.Jones, D.Rees, Mrs.J.Woodman-Ralph and Miss.C.L.Davies

---

1. **APPOINTMENT OF CHAIRPERSON.**

Agreed that Councillor A.N.Woolcock be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS POLICY AND RESOURCES CABINET BOARD HELD ON 27 JULY, 2016.**

**Decision:**

Noted by the Committee

3. **FORWARD WORK PROGRAMME 2016/17.**

**Decision:**

That the Forward Work Programme 2016/17, be noted.

4. **WELSH CHURCH ACT TRUST AND MISCELLANEOUS GRANTS FUND APPLICATIONS**

**Decision:**

Welsh Church Act Trust Fund Application:

- a) Cilybebyll Church (Grant of 25% of costs up to £4,000)

Miscellaneous Grant Applications

- b) Cwrt Herbert Sports Association (Provide Grant to fully cover rent for 5 year period from in line with rent review period)
- c) F.A.N Community Alliance (Provide Grant of 90% to cover rent for 5 year period in line with rent review period. £250 to be paid by service user)

**Reason for Decision:**

To decide on providing financial support in respect of the grant applications received.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

5. **INSURANCE ARRANGEMENTS 2016/17**

**Decision:**

That the Council's Insurance Renewal Arrangements be approved with the effect from 1<sup>st</sup> October 2016.

**Reason for Decision:**

To provide a decision in relation to the Council's Insurance arrangements, which need to be in place before the 1st October 2016.

**Implementation of Decision:**

The decision is an urgent one for immediate implementation. The Chairman had agreed to this course of action and therefore there would be no call-in of this decision.

6. **ANTI MONEY LAUNDERING POLICY**

**Decision:**

That the Anti Money Laundering Policy as detailed in the circulated report be approved.

**Reason For Decision:**

The Council is committed to the highest standards of conduct and the policy demonstrates that it has put in place appropriate and proportionate anti-money laundering safeguards and reporting arrangements.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

7. **ANNUAL TREASURY MANAGEMENT OUTTURN REPORT 2015/16**

**Decision:**

That the report be noted.

8. **TREASURY MANAGEMENT MONITORING 2016/17**

**Decision:**

That the report be monitored and noted.

9. **PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL LETTER AND REPORT 2015/2016**

**Decision:**

That the report be noted.

10. **LEGAL SERVICES (LICENSING) BUSINESS PLAN 2016/17**

**Decision:**

That the Cabinet Board endorses the Legal Services (Licensing) Business Plan for the financial year 2016/17.

**Reason for Decision:**

To allow the Licensing Section to operate in line with the business plan for the 2016/17 financial year.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

11. **QUARTERLY PERFORMANCE MANAGEMENT DATA 2016-2017 - QUARTER 1 PERFORMANCE (1 APRIL 2016- 30 JUNE 2016)**

**Decision:**

That the report be monitored and noted.

12. **CORPORATE GOVERNANCE IMPROVEMENT ACTION PLAN - APRIL - AUGUST PROGRESS REPORT 2016-2017**

**Decision:**

That the report be monitored and noted.

13. **JOINT RESILIENCE COMMITTEE MINUTES - 30 OCTOBER, 2015**

**Decision:**

That the minutes be noted.

14. **JOINT RESILIENCE COMMITTEE MINUTES - 15 MARCH, 2016**

**Decision:**

That the minutes be noted

15. **MARGAM JOINT CREMATORIUM COMMITTEE MINUTES - 22 JANUARY, 2016**

**Decision:**

That the minutes be noted

16. **EXTENSION OF THE FRAMEWORK AGREEMENT FOR THE PROVISION OF MULTIFUNCTIONAL DEVICES AND SERVICES**

The Chairperson after receiving information from officers, agreed that the report be dealt with in public as the information contained within the circulated report was not restricted.

**Decision:**

1. That the requirements of competition are excluded and Rule 2.1 of the Council's Contracts Procedure Rules is suspended.
2. That the Framework be extended for the period of 6 months with an option to extend for a further 6 months maximum;
3. That either the proposed Crown Commercial Service or the proposed National procurement Service Frameworks be utilised for the appointment of a contractor, failing this the Local authority will run its own competitive tender exercise;
4. That the exercises, as detailed above be undertaken at the same time as the extensions are put in place.

17. **URGENT ITEM**

Because of the need now to deal with the matters contained in Minute Nos.18 below, the Chairman agreed that they could be raised at today's meeting as urgent items pursuant to Statutory Instrument 2001 No.2290 (as amended).

**Reason for Urgency**

Due to the time element

18. **VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE (WALES) ACT 2015 - CALL FOR EVIDENCE**

**Decision:**

That the Head of Corporate Strategy and Democratic Services be authorised to submit the response as detailed in appendix 1, to the circulated report, to the Welsh Government. In addition, the Leader of Neath Port Talbot County Borough Council sends a letter expressing the key issues of the previous Scrutiny Committee and Cabinet Board to the Cabinet Secretary, for Communities and Children, Welsh Government.

**Reason for Decision:**

To ensure the Council's concerns over implementation arrangements are conveyed to the Welsh Government.

**Implementation of Decision:**

The decision is an urgent one for immediate implementation. The Chairman had agreed to this course of action and therefore there would be no call-in of this decision.

19. **ACCESS TO MEETINGS**

**RESOLVED:** that pursuant to Section 100A(4) and (5) of the Local Government Act 1972, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraph 4 of Part 4 of Schedule 12A to the above Act.

20. **LEISURE AND SOCIAL SERVICES RESIDENTIAL CARE WRITE OFFS (EXEMPT UNDER PARAGRAPH 14).**

**Decision:**

That the debt write offs as detailed in the private circulated report, be approved.

**Reason for Decision:**



The amounts due are irrecoverable.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

21. **WRITE OFF OF COUNCIL TAX (EXEMPT UNDER PARAGRAPH 14)**

**Decision:**

That the Council Tax write offs as detailed in the private circulated report, be approved.

**Reason for Decision:**

The accounts are irrecoverable.

**Implementation of Decision:**

The decision will be implemented after the three day call in period.

**CHAIRPERSON**

This page is intentionally left blank

**Policy and Resources Cabinet Board – Forward Work Programme (DRAFT)**

<b>Meeting Date</b>	<b>Agenda Items</b>	<b>Type (Decision/ Monitoring Or Information)</b>	<b>Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)</b>	<b>Contact Officer/ Head of Service</b>
<b>14<sup>th</sup> Dec 16</b>	<b>Finance</b>			
	Treasury Management Monitoring Report	Information	Monthly	H. Jenkins
	Miscellaneous Grant Applications	Decision	Monthly	H.Jenkins
	Private Reports e.g. Housing Benefit Write Offs/Council Tax Write Offs	Decision	Monthly	D. Rees
	Miscellaneous Grant Applications	Decision	Monthly	H.Jenkins
	<b>Chief Execs</b>			
	Sickness Taskforce Report	Information		S.Rees
	SEP Annual Report	Decision	Annual	C.Furlow
	Quarter 2 Performance Data Report 16/17			S.Davies
	CCTV Final Business Case			K.Jones
	Third Sector Grants – Approval of applications 17/18	Decision		C.Furlow
	Quarter 2 Sickness Report	Information	Quarterly	S.Rees
	Community Boundary Review	Decision		R.George
	Wellbeing of Future Generation Act – Wellbeing Assessment	Decision		K Jones/ C.Furlow
	Community Cohesion Plan/ Progress report	Decision	Annual	S.Morris
	Welsh Language Standards - Response	Decision		K Jones/Rhian Headon

**Policy and Resources Cabinet Board – Forward Work Programme (DRAFT)**

<b>Meeting Date</b>	<b>Agenda Items</b>	<b>Type (Decision/ Monitoring Or Information)</b>	<b>Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)</b>	<b>Contact Officer/ Head of Service</b>
<b>18<sup>th</sup> Jan 17</b>	<b>Finance</b>			
	Treasury Management Monitoring Report	Information	Monthly	H. Jenkins
	Miscellaneous Grant Applications	Decision	Monthly	H.Jenkins
	Private Reports e.g. Housing Benefit Write Offs/Council Tax Write Offs	Decision	Monthly	D. Rees
	Miscellaneous Grant Applications	Decision	Monthly	H.Jenkins
	<b>Chief Execs</b>			
	Violence Against Women Strategy	Decision		S.Morris
	Domestic Abuse Strategy (Update)	Information		

**Policy and Resources Cabinet Board – Forward Work Programme (DRAFT)**

<b>Meeting Date</b>	<b>Agenda Items</b>	<b>Type (Decision/ Monitoring Or Information)</b>	<b>Rotation (Topical, Annual, Bi-Annual, Quarterly, Monthly)</b>	<b>Contact Officer/ Head of Service</b>
<b>8<sup>th</sup> Mar 17</b>	<b>Finance</b>			
	Treasury Mgt Monitoring	Information	Monthly	H. Jenkins
	Private Reports: Write Offs	Decision	Monthly	D. Rees
	Miscellaneous Grant Applications	Decision	Monthly	H.Jenkins
	ICT Business Plan			S.John
	Legal Services Business Plan			
	Financial Services Business Plan			H.Jenkins
	<b>Chief Execs</b>			
	Corporate Strategy Bus.Plan			K.Jones
	HR Business Plan			S.Rees
	Quarter 3 Performance Data Report 16/17			Shaun Davies
	Local Government Elections – Fees and Charges	Information	Topical	R.George
	Corporate Governance 6 Monthly Update	Monitoring	Bi-Annual	C.Furlow

This page is intentionally left blank

## NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

### POLICY and RESOURCES CABINET BOARD

2nd November 2016

#### **Report of the Head of Corporate Strategy and Democratic Services – Karen Jones**

##### **Matter for Decision**

**Wards Affected:** All Wards

#### **Unreasonable/Unacceptable Customer Behaviour Policy**

##### **Purpose of the Report**

1. To ask Members to consider and approve the unreasonable/unacceptable customer behaviour policy

##### **Executive Summary**

2. The amended Corporate Comments, Compliments and Complaints Policy was approved by the Policy and Resources Scrutiny Committee and Cabinet Board on 31 March 2016.

This policy makes reference to unacceptable actions by complainants and how the council will deal with the few customers who are unreasonable or persistent in their behaviour.

The intention of this update to the existing policy is to provide officers of the council with additional information to help them manage any special arrangements that need to be made when customers behave unreasonably.

## **Background**

3. Occasionally there are times when customers make unreasonable demands or behave in an unacceptable manner. The aim of this additional information to the existing policy is to help customers and staff better understand how the Council will manage unreasonably persistent and unreasonable customer behaviour.

This addition to the existing policy aims to ensure that a consistent and fair approach is taken in relation to:

- a) behaviour that might be regarded as inappropriate
- b) how inappropriate behaviour will be addressed
- c) any restrictions the Council will impose in response to a customer's inappropriate actions or behaviour

## **Financial Impact**

4. There are no financial impacts associated with this report.



## **Equality Impact Assessment**

5. There are no equality impacts associated with this report.

## **Workforce Impacts**

6. There are no workforce impacts associated with this report.

## **Legal Impacts**

7. There are no legal impacts associated with this report.

## **Risk Management**

8. There are no risk management issues associated with this report.

## **Recommendations**

9. That Members approve the Unreasonable/Unacceptable Customer Behaviour Policy.

## **Reasons for Proposed Decision**

10. To enable the Authority to undertake its statutory duties and duty of care to employees.

## **Implementation of Decision**

11. The decision is proposed for the 3 day call in period.

## **Appendices**

12. Appendix 1 - Unreasonable/Unacceptable Customer Behaviour Policy

## List of Background Papers

13. [Corporate Complaints, Comments and Compliments Policy](#)

## Officer Contact

14. Mrs Karen Jones Head of Corporate Strategy and Democratic Services [k.jones3@npt.gov.uk](mailto:k.jones3@npt.gov.uk) Tel :01639 683284

Mrs Jayne Banfield Customer Services Manager  
[j.banfield@npt.gov.uk](mailto:j.banfield@npt.gov.uk) Tel: 01639 686165

## **Appendix 1**

**DRAFT**

### **Neath Port Talbot County Borough Council Unreasonable/Unacceptable Customer Behaviour Policy**

#### **1. Introduction**

The Council has a corporate complaints policy which enables members of the public to raise concerns they may have about the way in which the Council has responded to their request and/or concerns about the quality of the service provided.

Occasionally, there are times when customers make unreasonable demands or behave unacceptably. This policy sets out our approach to the relatively few customers whose behaviour is considered to be unacceptable.

In this policy the term 'customer' includes anyone acting on behalf of a customer.

#### **2. Purpose of the Policy**

This aim of this policy is to help customers and staff to understand how the Council manages unreasonably persistent and unreasonable behaviour by customers. This policy aims to ensure that a consistent and fair approach is taken in relation to:

- a. the type of behaviour that might be regarded as inappropriate;
- b. how inappropriate behaviour is addressed;
- c. restriction(s)the Council imposes in response to a customer's inappropriate actions or behaviour.

### **3. Summary**

In a minority of cases some people pursue contact with the council in a way that can impede the investigation of their complaint or can have significant resource implications for the Council. This policy has been formulated to deal with customers who make it necessary for special arrangements to be made. This policy has been developed so that customers who complain and the staff who manage those complaints understand what to do if people start to behave unreasonably.

### **4. Background**

We do not normally limit the contact people have with us being keen to resolve any complaint and or dispute as early as possible and in accordance with our existing complaints policy. Occasionally however the behaviour of a small number of customers becomes unacceptable because it involves abuse of staff or processes.

### **5. What is unacceptable behaviour?**

It is difficult to produce a comprehensive list of the actions that would be deemed inappropriate but some examples of unacceptable behaviour are further explained under two broad headings below. Initially the relevant Head of Service will decide whether a particular customer's actions or behaviour are inappropriate, having regard to the circumstances of each case.

#### **a. Examples of unreasonable behaviour**

The Council expects staff to be treated with courtesy and respect. The Council also understands the difference between aggression and reasonable annoyance that a customer may feel in connection with a complaint. Reasonable annoyance

in relation to a service failure or inability to provide a service is to be expected, but when this turns into inappropriate behaviour or aggression it is not acceptable. Violence, threats or abuse towards staff (or anyone else) is always unacceptable.

Examples of behaviour that would fall under this heading include:

- shouting;
- making threats;
- using physical violence or intimidation;
- verbal abuse;
- derogatory remarks;
- inflammatory statements; and
- un-substantiated allegations.

Violence includes acts of aggression that may result in physical harm; it also includes behaviour or language that may cause staff to feel afraid, threatened or abused. It can also include acts or threats against property, such as breaking furniture or sending computer viruses.

**b. Unreasonable Demands**

The Council accepts that persistence is not necessarily a form of unacceptable behaviour. Customers may create unreasonable demands on the Council through the amount of information they seek, the nature and scale of service they expect or the volume of correspondence they generate. What amounts to unreasonable demands will always depend on the circumstances of the complaint and the seriousness of the issues raised by the customer.

Examples of behaviour that would fall within this heading include:

- inappropriate frequent visits, phone calls, emails or letters;

- insisting on seeing or speaking to a particular member of staff when a suitable alternative has been offered;
- routinely ignoring the procedures for dealing with queries or complaints (for example, copying the same correspondence/emails to a number of people at the Council, thereby making this scattergun approach difficult to provide a co-ordinated response);
- demanding a response within an unreasonable timescale;
- not accepting that the issues raised are not within the Council's remit despite having been informed that this is the case;
- being unable to identify the precise issues a customer wants the Council to deal with or investigate despite the Council having taken reasonable steps to assist the customer with this task;
- changing the basis of the complaint while the Council is dealing with it;
- frequently raising peripheral and, possibly, trivial matters that do not relate to the main query, complaint or Council services;
- pursuing a complaint after the Council's Complaints Policy has been fully implemented and exhausted;
- insisting the Council has not provided an adequate response to a query or complaint, despite evidence that the Council has provided a comprehensive response.

## **6. What happens when a customer's behaviour is deemed unacceptable by the Council**

There are relatively few customers whose actions are considered by the Council to be unacceptable. How these actions are managed depends on their nature and extent. In the event of an officer of the Council considering a customer's actions to be unacceptable:

- a. They may immediately inform the customer that their behaviour is inappropriate and politely terminate any conversation or phone call with the customer.

- b. If violence, abuse or harassment is used or threatened the incident may be reported to the police and/or may result in the customer being added to the Council's list of potentially violent persons. This will always be the case if physical violence is used or threatened.

If the behaviour is seriously or consistently inappropriate (or otherwise adversely affects the Council's ability to do its work effectively) an officer may refer the customer to the relevant Head of Service and/or Director who will then consider whether action should be taken to restrict or manage the customer's behaviour.

## **7. Management of unacceptable behaviour**

If an officer of the Council is of the opinion that a customer's actions or behaviour are unacceptable they shall, in the first instance, discuss this with their line manager in order to consider any informal steps that can be followed to resolve the concerns.

In the event that no informal steps are appropriate or informal attempts to resolve the concerns do not work, the officer may make an application for formal steps to be taken. In such circumstances the officer will produce a written summary of the actions and behaviour that they consider to be inappropriate and submit it to the Monitoring Officer for determination.

The Head of Service and/or service Director shall consider the report and provide a written response indicating whether the customer's actions have been deemed inappropriate by the Council. If the customer's actions are deemed inappropriate, the Head of Service and/or service Director shall write to the customer to set out:

- a. the behaviour that is considered to be inappropriate; and
- b. the action that will be taken as a result of the inappropriate behaviour.

Where a customer has acted inappropriately the Head of Service and/or Director may impose restrictions and conditions to resolve the problems caused by the inappropriate behaviour including the following steps:

- a. Restricting the manner in which the customer may contact the Council, times which the customer can contact the Council, the people the customer contacts at the Council and the duration of calls or meetings with the customer.
- b. Informing the customer that the Council will not respond to further communication relating to certain matters or that the Council will only respond to communication relating to specific matters that only directly concern/ affect the complainant or family personally and in a certain format. In extreme situations, the customer will be advised in writing that they must restrict contact with the Council to written (hard copy) communication only.
- c. Customers should not seek to circumvent this policy by asking someone else to submit the same or identical complaints on their behalf. This includes family members, someone of close association, A.M., Local Member or advocate. If we consider that someone acting in place of or with a declared unreasonably persistent complainant the customer who has submitted the duplicate complaint will be treated in the same manner.
- d. Should a customer seek to circumvent this policy by contacting their local A.M. or Member we will ask that they assist us in maintaining the customer's status. Should a customer to whom the policy has been applied continue to email, write or telephone officers and Members they have the right to not reply or respond to the communication.
- e. Where a customer continues to correspond on a wide range of issues and this correspondence is considered excessive, the customer may be told that only a certain number of issues will be considered in a given period and asked to limit or focus their requests accordingly.



- f. Taking any other action that the Head of Service and /or Director considers appropriate and advising the customer what action is being taken and why.

When imposing restrictions the aim will be to do this in a way, wherever possible, that allows a complaint to progress to completion.

### **How does the Council review the decision?**

Where a request has been made vexatious or unreasonable no further requests to similar matters raised will be considered within a 12 month time frame. Any new request will be reviewed within this timeframe and a decision will be taken as to whether this is a new request (and dealt with as a fresh request) or falls within the subject matter made vexatious/manifestly unreasonable.

Any restriction/protocol imposed shall be subject to regular review (at least every 12 months) and the timing of such reviews will be set out when the Head of Service and/or service director writes to the customer to explain the restrictions.

Any step required to be taken by the Head of Service and/or service Director under this policy may also be undertaken by any officer that they authorise for that purpose.

### **What can a customer do to challenge the Council's decision?**

If a customer is unhappy with the decision the Council has taken under this policy or are unhappy with how they have been treated, they may raise this with the Public Services Ombudsman Wales (PSOW) about how they have been treated and we will cooperate fully with any investigation the PSOW undertakes and will ensure that all relevant paperwork/documentation is available.

This page is intentionally left blank

## POLICY AND RESOURCES CABINET BOARD

### REPORT OF THE HEAD OF FINANCIAL SERVICES – DAVE REES

2<sup>nd</sup> November 2016

#### Matters for Information

#### Wards Affected - All

#### TREASURY MANAGEMENT MONITORING 2016/17

#### 1. Purpose of Report

- 1.1 This report sets out treasury management action and information since the previous report.

#### 2. Rates of Interest

- 2.1 After remaining at 0.50% for over seven years the Bank of England's Monetary Policy Committee voted on the 4<sup>th</sup> August 2016 to reduce the bank rate to 0.25%. The cut in rate is intended to reduce borrowing costs in an attempt to stimulate growth in the economy.

<b>Effective Date</b>	<b>Bank Rate</b>
10 April 2008	5.00%
08 October 2008	4.50%
06 November 2008	3.50%
04 December 2008	2.00%
08 January 2009	1.50%
05 February 2009	1.00%
05 March 2009	0.50%
04 August 2016	0.25%

2.2 The following table provides examples of external borrowing costs as provided by the Public Works Loans Board as at 18th October 2016.

	Equal Instalments of Principal		Annuity		Maturity	
	Previous 25Aug16	Current 18Oct16	Previous 25Aug16	Current 18Oct16	Previous 25Aug16	Current 18Oct16
	%	%	%	%	%	%
5-5.5 years	1.12	1.27	1.12	1.28	1.27	1.57
10-10.5 years	1.27	1.57	1.27	1.58	1.72	2.16
20-20.5 years	1.72	2.16	1.74	2.20	2.26	2.73
35-35.5 years	2.18	2.65	2.22	2.71	2.20	2.69
49.5-50 years	2.32	2.80	2.31	2.78	2.09	2.58

### 3. General Fund Treasury Management Budget

3.1 The following table sets out details of the treasury management budget for 2016/17. The budget consists of a gross budget for debt charges i.e. repayment of debt principal and interest, and interest returns on investment income.

2015/16 Outturn Position £'000		2016/17 Original Budget £'000
14,799	Principal and Interest charges	16,762
	<b>Investment Income</b>	
(740)	- Total	(614)
218	- less allocated to other funds*	260
<b>(522)</b>	<b>Subtotal Income</b>	<b>(354)</b>
(97)	Contribution to/(from) treasury management reserve	
2,900	Contribution to voluntary redundancy reserve	
<b>17,080</b>	<b>Net General Fund</b>	<b>16,408</b>

NB: Other funds include Trust Funds, Social Services Funds, Schools Reserves, Bonds etc.

#### **4. Borrowing**

- 4.1 No long term borrowing has been undertaken since the last report.

#### **5. Investment Income**

- 5.1 In line with the Council's Investment Strategy, the 2016/17 Original Budget for investment income is £614k; treasury management investment income generated on investments made to date is £521k.

The recent cut in bank rate has led to a reduction in the interest rate paid to the Council on its investments for example the interest paid by the Government's Debt Management Agency has been reduced from 0.25% to 0.15%. Interest paid by Banks and Building Societies has also been reduced. The expectation is that for this financial year interest generated will now be nearer to £550k not the £614k included in the budget.

The Council also pays interest to other funds such as planning bonds (Escrow Accounts), the rate of interest paid on these funds will now reduce from 0.5% to 0.25% which should provide some savings to offset against the reduction in investment interest. This could mean a shortfall of some £60k which if required will be funded from the Council's Base Budget or Treasury Management Reserve.

Members should note that the majority of investments are classified as 'specified' i.e. up to 12 months and are currently deposited with Local Authorities, UK banks including Barclays, Lloyds Group, Bank Santander and Nationwide Building Society.

- 5.2 The Council policy will allow investments up to a maximum of £25m for periods of more than 1 year and up to 5 years, and this will be considered when decisions on investing surplus funds are made.
- 5.3 No additional long term investments have been carried out since the last report. The Council currently has £10m invested for periods in excess of 12 months:

<b>Counterparty</b>	<b>Value £'000</b>	<b>Period</b>	<b>Maturity</b>	<b>Rate %</b>
Eastbourne Borough Council	4,000	4.5 Years	June 18	2.20%
Peterborough City Council	6,000	5.0 Years	Dec 18	2.10%
<b>TOTAL</b>	<b>10,000</b>			

### **Financial Impact**

6. The report is for information only. All relevant financial information is provided in the body of the report.

### **Equality Impact Assessment**

7. An equality impact assessment was not required for this report.

### **Workforce Impacts**

8. There are no workforce impacts arising from this report.

### **Legal Impacts**

9. There are no legal impacts arising from this report.

### **Risk Management**

10. There are no risk management issues arising from this report.

### **Consultation**

11. There is no requirement under the Constitution for external consultation on this item.

### **Appendices**

12. None

### **List of Background Papers**

Treasury Management Files  
PWLB Notice Number 404/16

## **Officer Contact**

Mr David Rees – Head of Financial Services

Tel. No.- 01639 763634

E-mail - d.rees1@npt.gov.uk

Mr Huw Jones – Chief Accountant – Capital and Corporate

Tel. No. - 01639 763575

E-mail - h.jones@npt.gov.uk

Mr Chris Rees – Senior Accountant

Tel. No. - 01639 763590

E-mail - c.rees@npt.gov.uk

This page is intentionally left blank



By virtue of paragraph(s) 14, 16 of Part 4 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 12, 14 of Part 4 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 12, 14 of Part 4 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank