BUSINESS PLANNING PROCESS

То:	General Purposes Committee						
Meeting Date:	1 July 2014						
From:	Chief Finance Officer						
Electoral division(s):	All						
Forward Plan ref:	Not applicable Key decision: No						
Purpose:	This report provides an update on the Business Planning Process and requests Committee steer on a number of specific business planning issues.						
Recommendation:	 It is requested that the Committee: a) approves the updated Business Plan timetable for 2014/15; b) confirms the Council's commitment to its existing vision and priorities for the 2015/16 Business Plan; c) agrees that the vision statement for the 2015/16 Business Plan will be authored to be approved by the General Purposes Committee; d) reflects on the outputs from the Service Committees during this year's Business Planning process and considers how the Council's vision and priorities may need to adapt in future years to meet the changing role of the Council; and e) comments on proposals and options for consultation with residents, agreeing an approach which will be used for this year's business planning process. 						

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1. TIMETABLE

1.1 At the last meeting of the General Purposes Committee the outline business planning timetable was agreed and specific questions were raised with officers. The more detailed timetable below reflects this discussion.

	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Finance			Drafting budget & capital strategies	Inflation process						
			Issue 'in principle' cash limits		Issue final cash limits			Members	,	
Research	reviev	ography wed and fined		Con	sultation p undertake			alternative budget proposals reviewed by Officers	;	
Directorates		nography allenge	on exis	sting prop	proposals/ osals work I cash limit	ing				
General Purposes Committee	Overview of BP process		Consider vision & priorities		Budget & capital strategies & cash limits agreed				BP for Council agreed	
Service Committees			Consider/ challenge initial update & early savings plans		Consider full draft capital proposals CIAs, fees & charges report	proposals	draft budget			
Council						Budget 8 capital strategies cash limit agreed	&			Final BP agreed

- 1.2 This timetable includes the Committee's steer to ensure there is a clear process for developing alternative budgets alongside all Groups contributing towards developing the Council's budget proposals, as outlined in the 2014/15 Business Plan.
- 1.3 The timetable to deliver the Business Plan is subject to challenging timescales, and is subject to potential changes due to external factors. As such, updated timetables will continue to be brought to the General Purpose Committee for approval.
- 1.4 It is requested that the Committee approves the updated timetable.

2. VISION AND PRIORITIES

- 2.1 To ensure that the Council is clear to its residents, partners, and employees about what it wants to achieve withinavailable resources, a vision and set of strategic priorities are set out at the beginning of the Business Plan.
- 2.2 Each year the Council adopts a five year Business Plan, committing to a clear indication of what will happen in years 1 and 2, and indicative proposals for years 3-5.
- 2.3 The current 2014/15 Business Plan therefore contains budget plans and savings for 2014/15 and 2015/16 as agreed by Full Council on 18Feb 2014. The focus of this business planning process is consideration of detailed budget proposals for 2016/17 and beyond. However, it is recognised that someaspects of the 2015/16 budget plans will require further work to ensure they can be delivered effectively.
- 2.4 The vision for the Council is; *making Cambridgeshire a great place to call home*, and the three strategic priorities are:
 - Developing the local economy for the benefit of all
 - Helping people live healthy and independent lives
 - Supporting and protecting vulnerable people
- 2.5 The Council's Strategic Framework then translates these priorities into more specific objectives and targets for specific service areas. The business planning process is a continual cycle, with services in a constant process of implementing budget plans as they are approved for years 1 and 2 and developing budget proposals for years 3-5 in line with this strategic direction.
- 2.6 It is recognised that achieving the required savings for 2016/17 and beyond will potentially require significant service re-design across areas of the Council. Therefore it is expected that during this year's business planning process Service Committees will want to consider and refresh the sections of the Strategic Framework which apply to them.
- 2.7 The Committee will recognise the challenge that the Council faces in achieving the best possible outcomes for people in Cambridgeshire, whilst meeting an array of statutory duties, at a time when overall resource is significantly diminishing.
- 2.8 The graph on page 4 demonstrates how the negative gap between the Council's income, and the spending power of that income, has grown steadily in recent years.



- 2.9 Combined with the fact that demand for Council services is increasingly rapidly at the same time, the scale of the challenge facing the organisation is clear. In this context, the vision that Members set out for the Council continues to be vitally important.
- 2.10 Under the new Governance model, the General Purposes Committee has an integral role in ensuring that the aims of each Service Committee are complementary to the overall vision and strategic approach that is achieving the best for the people of Cambridgeshire. Members will recognise the importance of this role at a time when transformation of service delivery is needed to meet challenging savings targets.
- 2.11 This represents a new way in which the Council's business will be planned, with input from all Groups into the setting of a vision, strategic direction, and the development of specific budget proposals.
- 2.12 To ensure a robust approach to business planning in-year, together with a view to the Council's requirement to adapt and transform radically in coming years:
 - It is requested that the General Purposes Committee confirms the Council's commitment to its existing vision and priorities for the 2015/16 Business Plan.
 - It is recommended that the vision statement that supports the vision and priorities for the 2015/16 Business Plan will be authored to be agreed by the General Purposes Committee.
 - It is recommended that during this year's Business Planning Process the General Purposes Committee reflects on the outputs from the Service Committees and considers how the Council's vision and priorities may need to adapt in future years to meet the changing role of the Council.

3. CONSULTATION WITH RESIDENTS

- 3.1 Following discussion by the Committee, this section of the paper presents a<u>draft</u> of the questionnaire to be used in the business planning consultation with residents for comment by General Purposes Committee.
- 3.2 The questionnaire will be delivered through a household survey, which is necessary to attain robust, statistically valid, results. An on-line option will also be available to allow residents who have not been selected for the household survey to have their say. In this way, the consultation will be both statistically robust and accessible to any resident who can access a computer.
- 3.3 An explanation of the approach to the questionnaire and how it takes account of Council requirements is given below. Following that, the draft of the questionnaire is shown. This will be further developed taking account of comments received from the committee and from services. In line with the timetable outlined in section one of this report, the consultation with residents will be launched around the beginning of August.
- 3.4 Purpose of the questions and structure of the questionnaire

The proposed questionnaire consists of four parts:

3.5 **Part 1: Introduction – The current situation**

The introduction will briefly explain the current County Council budget situation in terms of where the money goes, the savings required and where savings have been made over previous years. It will gauge residents' approval or disapproval of the savings made so far.

3.6 Part 2: Identifying respondents' values

This part of the questionnaire will identify which County Council activities respondents value the most. It will do this by asking which of several options they value for themselves and their immediate family and also which they value for Cambridgeshire / the wider community as a whole.

- 3.7 Asking the public about key values replaces the detailed questioning about service funding that was the hall-mark of the YouChoose exercise held over the last two years.
- 3.8 The 'values' statements put to the public could take several forms. <u>The precise</u> wording will be developed with service input via the Business Plan Coordination <u>Group and consultation with Corporate Leadership Team.</u>

3.9 Part 3: Council Tax

Asking views on Council Tax (CT) has been identified as being key to the resident consultation, and has having been very beneficial in the past. We therefore want to ensure these questions are developed effectively. Key areas we have been asked to include are:

- A clear question asking respondents how CT levels should change
- Demonstration of impact of CT changes on the respondent personally
- Potential referendum impact of increases above 1.99%

3.10 In asking residents about Council Tax the precise form of the question should be considered. Councillor Whitehead originally proposed the following wording in a motion to full council that was then withdrawn:

"The participants would be asked two things. Firstly would they support a rise in Council Tax rather than have the cuts to services which will be outlined in the Business Plan. Secondly what level of increase would they personally be willing to pay. The question would give a ranger of option, for example:-

- no increase in council tax
- the same level of increase as in 2013 i.e. 2%
- 3% increase
- 4% increase
- 5% increase"

3.11 Part 4: Other questions:

This part of the questionnaire will include benching marking questions provided by the Local Government Association along with standard demographic questions.

- 3.12 An indicative outline of the questionnaire is included as **Appendix A**.
- 3.13 It is requested that the Committee comments on proposals.

4. ALIGNMENT WITH CORPORATE PRIORITIES

4.1 Developing the local economy for the benefit of all

This report asks for Committee consideration on all corporate priorities.

4.2 Helping people live healthy and independent lives

This report asks for Committee consideration on all corporate priorities.

4.3 Supporting and protecting vulnerable people

This report asks for Committee consideration on all corporate priorities.

4. SIGNIFICANT IMPLICATIONS

4.1 **Resource Implications**

There are no significant implications within this category.

4.2 Statutory, Risk and Legal Implications

There are no significant implications within this category.

4.3 Equality and Diversity Implications

There are no significant implications within this category.

4.4 Engagement and Consultation Implications

The recommendations in this report relate to the way in which the Council will engage with residents in setting the Business Plan for 2015/16.

4.5 Localism and Local Member Involvement

There are no significant implications within this category.

4.6 Public Health Implications

There are no significant implications within this category.

Source Documents	Location						
Council Business Plan 2014/15	http://www.cambridgeshire.gov.uk/info/20043/finan						
	ce and budget/90/business plan 2014 to 2015						

APPENDIX A: DRAFT BUSINESS PLANNING QUESTIONNAIRE

Section One: Introduction

Cambridgeshire County Council is currently reviewing its annual business plan which includes looking at the authority's priorities and setting our budget for the next 12 months.

The County Council's Gross budget for 2014/15 was **£752.7million.** Money that was spent on schools, social care for older people, children and adults, transport & highways, libraries, public health and other services.

Due to increased demand and inflation as well as cuts in funding from central government the County Council needs to save £31.1 million next year. This means that along with all local authorities we need to make cuts to services.



Question 1.1 Have you read the above and understood the County Council's current budget position.

Yes

Question 1.2 <u>Last year</u> the County Council had to decide how to save money on its services. Taking into account that cutting some services is unavoidable, how far do you approve of the way the savings <u>were distributed between the services?</u>

NOTE: LEVEL OF CUT BY £ TO BE ADDED TO SELECTED SERVICE LIST BELOW	Disapprove the cut was too low	Approve to some extent	Disapprove the cut is was too high	Not sure
Children's social care. £x saved				
Schools and learning £x saved				
Services for Adults with Learning Disability £x saved				
Services for Older People £x saved				
Services for Adults with Physical or Sensory Disabilities £x saved				
Services for Adults with Mental Health needs £x saved				
Libraries £x saved				
Registration and coroners services £x saved				
Waste (recycling & disposing of rubbish) £x saved				
Highways £x saved				
Public transport £x saved				
Trading Standards £x saved				
Back office services such as IT and HR £x saved				
Additional services to be added / reworded following consultation				

Section Two Values

Notes:

- All the value statements should be positive e.g. 'ensuring children get a high quality education'
- As much as possible values should reflect service <u>aims</u> not the services themselves. e.g. asking about 'providing young children with the best possible start in life' rather than early years services, children's centres and so on
- The values should reflect the diversity of CCC services however it won't necessarily be possible to squeeze something in for every service
- Before suggesting a new value to the list consider if any of the existing draft statements can be worded differently to make it more cross cutting and inclusive of several service areas *e.g. 'Reducing inequalities between communities, enabling young and old to make the best of themselves'* includes aspects of adult learning, community development and youth services.

Notes: If things were a bit better

• All the statements as alternatives to freezing council tax should be positive actions e.g. mention investing in services.

Section Two: Values

Question 2.1: Thinking about what's best for you and your family, which of the following service areas do you value most?

		Please tick the <u>five</u> areas you value the most <i>for</i> <i>you and your family</i>
1.	Providing young children with the best possible start in life.	
2.	Ensuring all children get a high quality education	
3.	Supporting children with disabilities / special needs and their carers	
4.	Safeguarding and protecting children at risk of harm	
5.	Caring for older people and helping them to live independently in their own homes	
6.	Supporting vulnerable and disabled adults to live full and rewarding lives	
7.	Keeping the County's roads, footpaths, bridges and streetlights in an excellent condition	
8.	Investing in transport schemes to keep the County moving.	
9.	Growing the County's economy to provide employment opportunities for all	
10.	Promoting reading, adult learning and access to computers / the internet for all	
11.	Managing our contact with the public so people get a the services they need quickly	
12.	Reducing inequalities between communities, enabling young and old to make the best of themselves	
13.	Saving the NHS money by helping people to quit smoking and lead healthier lives	
14.	Help to improve and commission better health services for the County	

		Please tick the <u>five</u> areas you value the most For the wider community
1.	Providing young children with the best possible start in life.	
2.	Ensuring all children get a high quality education	
3.	Supporting children with disabilities / special needs and their carers	
4.	Safeguarding and protecting children at risk of harm	
5.	Caring for older people and helping them to live independently in their own homes	
6.	Supporting vulnerable and disabled adults to live full and rewarding lives	
7.	Keeping the County's roads, footpaths, bridges and streetlights in an excellent condition	
8.	Investing in transport schemes to keep the County moving.	
9.	Growing the County's economy to provide employment opportunities for all	
10.	Promoting reading, adult learning and access to computers / the internet for all	
11.	Managing our contact with the public so people get a the services they need quickly	
12.	Reducing inequalities between communities, enabling young and old to make the best of themselves	
13.	Saving the NHS money by helping people to quit smoking and lead healthier lives	
14.	Help to improve and commission better health services for the County	

Question 2.2: Now thinking about what would be **<u>best for the wider community</u>**, which of the following service areas do you value most?

1.	Freeze council tax	Please tick the <u>one</u> actions you would support the most <i>for the</i> <i>wider community</i>
1.		
2.	Invest in improving the County's economy	
3.	Spend the money to save more in the future For example pay off some of the County Council's debts earlier than planned	
4.	Spend more on schools / education and other services for children	
5.	Spend more on infrastructure (roads, cycle paths etc.) and improving transport	
6.	Spend more on support for adults and older people	
7.	Spend in another way to support you / you family please state	
8.	Spend in another way to support the wider community please state	

Question 2.3:If the County Council found in the next year or two that its financial position was better than expected, which one of these actions do you think would be best <u>for you and your family?</u>

1.	Freeze council tax	Please tick the <u>one</u> actions you would support the most <i>for the</i> <i>wider community</i>
2.	Invest in improving the County's economy	
3.	Spend the money to save more in the future For example pay off some of the County Council's debts earlier than planned	
4.	Spend more on schools / education and other services for children	
5.	Spend more on infrastructure (roads, cycle paths etc.) and improving transport	
6.	Spend more on support for adults and older people	
7.	Spend in another way to support you / you family please state	
8.	Spend in another way to support the wider community please state	

Question 2.4:If the County Council found in the next year or two that its financial position was better than expected, which one of these actions do you think would be best <u>for the wider community?</u>

Question 2.4:Do you have any other priorities that you feel are particularly important for yourself / your household or the wider community?

Section Three: Council Tax

Notes:

- The question needs to be as straight forward as possible, whilst providing context for the decision people are trying to make.
- To provide that context we will remind people how much they currently pay and what proportion of that is charged by the County Council.
- Another part of the context is to remind people that an increase over 2% would result in a referendum

Question 3.1

	Current Council tax bill per year		Current Council tax bill per year
Band A	£000	Band E	£0,000
Band B	£000	Band F	£0,000
Band C	£0,000	Band G	£0,000
Band D	£1490.41	Band H	£0,000

Do you know which Council tax band your property is in?

The following questions are about the amount of council tax that <u>Cambridgeshire County Council</u> charges. In the County charges from other local agencies also contribute to your final bill such as from your local District Council, the Fire Authority, Police and local Parish Council.



Question 3.2

Do you think that it is acceptable to increase council tax to avoid making cuts to services?

Yes	No	Not sure

Question 3.3

By how much would you personally be prepared to increase council tax by to avoid making cuts to services?

0% (no increase)	+0.5%	+1%	+1.5%	+2%	+2.5%	+3%	+3.5%	+4%	+4.5%	+5%
	Note: A council tax increase of over 1.99% would legally require the council to hold a referendum costing approximately £900k to administer									

Section Four: Perception of Cambridgeshire County Council

Notes:

- All the questions in this section have been selected from the Local Government Benchmarking guidance.
- If the questions are asked in their current form results can be submitted to LGA Inform and we will be able to compare ourselves to other Local Authorities on these issues.
- See http://www.local.gov.uk/home/-/journal_content/56/10180/3484891/ARTICLE for more details

Section Four: Perception of Cambridgeshire

Question 4.1:

Throughout this survey we ask you to think about 'your local area'. When answering, please consider your local area to be the area within 15 – 20 minutes walking distance from your home.

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

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know

Question 4.2:

Your local area receives services from <u>two</u> councils, [name of district council] and Cambridgeshire County Council. <u>This survey asks about Cambridgeshire County Council</u>, which is responsible for services such as education, social care services and road maintenance.

Overall, how satisfied or dissatisfied are you with the way Cambridgeshire County Council runs things?

Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know

Question 4.3:

In considering the next question, please think about the range of services Cambridgeshire County Council provides to the community as a whole, as well as the services your household uses. It does not matter if you do not know all of the services Cambridgeshire County Council provides to the community. We would like your general opinion.

To what extent do you agree or disagree that Cambridgeshire County Council provides value for money?

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't Know

Question 4.4:

On balance, which of the following statements comes closest to how you feel about Cambridgeshire County Council?

I speak positively of the council without being asked	I speak positively of the council if I am asked about it	l have no views one way or another	I speak negatively about the council if I am asked about	l speak negatively about the council without being asked	Don't Know

Question 4.5:

To what extent do you think Cambridgeshire County Council acts on the concerns of local residents?

A great deal	A fair amount	Not very much	Not at all	Don't Know

Question 4.6:

Overall, how well informed do you think Cambridgeshire County Council keeps residents about the services and benefits it provides?

Very well informed	Fairly well informed	Not very well informed	Not well informed at all	Don't Know

Question 4.7:

How much do you trust Cambridgeshire County Council?

A great deal	A fair amount	Not very much	Not at all	Don't Know

Question 4.8:

To what extent would you agree or disagree that people in this local area pull together to improve the local area?

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't Know

Section Five: About Yourself

The following questions ask for details about you and your household. This information helps us to analyse all the answers people have given. We only use this information to help us understand how different groups of residents feel. All the information you give will be kept completely confidential.

Question 5.1 Are you...?

🗖 ...male

□...female

Question 5.2 What is your age?

PLEASE WRITE IN YEARS

Question 5.3 How is your health in general? Would you say it is...?

PLEASE TICK ONE BOX ONLY

Very good	Fairly good	Fair	Bad	Very bad	Don't Know / Prefer not to say

Question 5.4 Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time).

PLEASE TICK ONE BOX ONLY

🗖 ...Yes

D...No

Question 5.5: Which of the following best describes your personal circumstances?

In full time paid employment – Self employed	
In full time paid employment – employed	
In part time paid employment – Self employed	
In part time paid employment – employed	
Not in employment - Retired	
Not in employment - Student	
Not in employment – looking after children / home	
Other	

Question 5.6 To which of these groups do you consider you belong to?

PLEASE TICK ONE BOX ONLY

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White English/Scolush /Welsh Irish Eastern European Any other white background	Black / Black British Caribbean African Any other black background	Mixed White and Black Caribbean Vinite and Black African Vinite and Aslan Any other Mixed background	Asian / Asian British Indian Pakistani Bangladeshi Any other Asian background
Other ethnic group			
Chinese	Other ethnic grou (WRITE IN)	p	

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Q18. Do you have any other comments you would like to make?

Thank you for participating in the survey. The results will be used by Cambridgeshire County Council to informing the setting of priorities and the County Council budget and will be published on-line at <u>www.cambridgeshire.gov.uk</u> later in the year.