

**Department of Corporate and Community Services**

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Date: 11 October 2019

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TO: Councillors T Buchanan (Chair); C Bamforth; D Devlin; A Lafferty; C Merrick; and P O'Kane.

**CABINET**

A meeting of the Cabinet will be held in the Council Chamber, East Renfrewshire Council Headquarters, Eastwood Park, Giffnock on **Thursday, 24 October 2019 at 10.00am.**

The agenda of business is as shown below.

**Caroline Innes**

C INNES

DEPUTY CHIEF EXECUTIVE

**AGENDA**

1. **Report apologies for absence.**
2. **Declarations of Interest.**
3. **Estimated Revenue Budget Out-turn 2019/20 – Report by Chief Financial Officer (copy attached, pages 3 - 38).**
4. **Housing Services Performance Report 2018/19 and Annual Assurance Statement (Scottish Social Housing Charter) - Report by Director of Environment (copy attached, pages 39 - 56).**
5. **Strategic Housing Investment Plan 2020-25 and Council New Build Programme - Report by Director of Environment (copy attached, pages 57 - 64).**
6. **Write-Off of Irrecoverable Former Tenant Rent and Court Expenses – Report by Director of Environment (copy attached, pages 65 - 68).**
7. **Regulation of Investigatory Powers (Scotland) Act 2000 – Report by Chief Officer - Legal & Procurement (copy attached, pages 69 - 70).**

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EAST RENFREWSHIRE COUNCILCABINET24 October 2019Report by Head of Accountancy (Chief Financial Officer)ESTIMATED REVENUE BUDGET OUT-TURN 2019/20**PURPOSE**

1. To advise Cabinet of the estimated projected revenue out-turn for 2019/20. The report provides details of expected year end variances for each department at period 5 and is based on the financial position as at 31 August 2019.

**RECOMMENDATION**

2. It is recommended that:
  - members approve service virements and operational adjustments as set out in the notes to the tables on pages 14 to 29 and note the reported probable out-turn position.
  - management action is taken to remedy any forecast overspends.
  - all departments continue to closely monitor their probable outturn position.

**BUDGET MONITORING STATEMENTS**

3. The attached budget monitoring statements provide information in respect of:-
  - Detailed variance analysis between budgeted and out-turn expenditure
  - Service virement and operational budget adjustments

**BACKGROUND**

4. This report shows the out-turn position as at period 5 against the Council's approved revenue budget for 2019/20, as adjusted to comply with accounting requirements and subsequent Cabinet operational decisions

The revenue budget for 2019/20 approved by the Council has been adjusted for monitoring purposes as follows:-

	£000
Budgeted net expenditure per 29 August 2019 report to Council	242,146
Service Operational Capital Charge Adjustment	15
Additional Grant Funding	3,408
Total Net Expenditure to be Monitored	<u><u>245,569</u></u>

**BUDGET PERFORMANCE**

5. As at 31 August 2019 the estimated year end position shows a net favourable variance on net expenditure of £782k based on current information. For General Fund services the projected underspend is £842k.

The table below provides a comparison of each department's estimated projected revenue out-turn variance.

Department	Forecast Outturn £'000	
	P3	P5
Education	99	146
Contribution (to) IJB	0	0
Environment (Incl. O/Housing)	0	92
Environment – Support	40	57
Corporate & Community – Cmm. Res	126	165
Corporate & Community - Support	40	(64)
Chief Executive's Office	12	13
Chief Executive's Office – Support	14	51
Other Expenditure & Income	892	255
Joint Boards	36	43
Corporate Contingency	84	84
HSCP	0	0
Housing Revenue Account	0	(60)
<b>Total £ Variance</b>	<b>1,343</b>	<b>782</b>
Total Budgeted Expenditure	242,146	245,569
<b>% Variance</b>	<b>0.6%</b>	<b>0.3%</b>

Notable variances are as follows:-

**i) Education**

The current year end forecast indicates an underspend of £146k due mainly to underspends within utilities and staffing costs which are in part offset by redundancy costs associated with contractual changes and the delivery of approved savings and anticipated overspends within school transport costs .

**ii) Corporate & Community – Community Resources**

The projected underspend of £165k is primarily due to payroll savings arising from delays in filling vacant posts coupled with reduced expenditure within Council Tax Reduction.

**iii) Corporate & Community - Support**

The anticipated overspend of £64k is mainly due to overspends within I.T. contracted expenditure which are in part offset by underspends in staffing costs across the services. The movement from the last reported Period 3 outturn is mainly due to projected overspends within I.T. contracted expenditure.

**iv) Other Expenditure**

The underspend of £255k mainly reflects the contingent nature of the Council's change programme and the sufficiency to meet operational events and demands that may arise during the year but have not as yet materialised or been confirmed. This is a major movement from that reported in Period 3 reflecting the service redesigns that are now underway.

**v) Contribution to Integration Joint Board (IJB) / Health & Social Care Partnership (HSCP)**

The ongoing review of current care package commitments and an increase in the cost of current care packages, indicates an overspend of £463k by the year end which will be met from the IJB reserves.

**CONCLUSIONS**

- 8 The Council's projected revenue out-turn position is reported as an operational underspend of £842k. The report has highlighted a number of operational variances that require management action to ensure that expenditure will be in line with budget at the end of the financial year. At this time it is expected that management action will lead to all overspends being recovered, that all underspends are consolidated wherever possible and that spending up to budget levels does not take place.

**RECOMMENDATIONS**

- 9 It is recommended that;
- members approve service virements and operational adjustments as set out in the notes to the tables on pages 14 to 29 and note the reported probable out-turn position.
  - management action is taken to remedy any forecast overspends.
  - all departments continue to closely monitor their probable outturn position.

**REPORT AUTHOR**

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Report date		2nd October 2019

**BACKGROUND PAPERS**

The report refers to the attached budgetary monitoring statements.

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**BUDGET MONITORING REPORTS**  
**PERIOD 05**  
**As at 31 AUGUST 2019**

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## EDUCATION

### PROBABLE OUTTURN FORECAST AS AT 31<sup>ST</sup> August 2019 - £146,200 UNDERSPEND

#### **Pre Five Education (£63,600 Overspend)**

An overspend is projected in relation to expenditure on redundancy costs associated with contractual changes to former casual Wraparound staff (£40k). Expenditure on janitorial staffing is also forecast to be overspend within Pre Five (£30k) but this is offset by underspends in janitorial costs within other sectors of the department. These overspends are partially offset by a projected net over-recovery on sale of meals based on the year to date position (£10k).

#### **Primary Education (£65,800 Overspend)**

An overspend is projected in relation to expenditure on redundancy costs associated with the delivery of approved savings (£31k), janitorial staffing (£18k) and the school meals service (£39k). This is partially offset by underspends projected in relation to water metered charges (£21k).

#### **Secondary Education (£139,300 Underspend)**

An underspend is projected in relation to expenditure on water metered charges (£63k) and the school meals service (£84k). This underspend is partially offset by a projected overspend on redundancy costs associated with the delivery of approved savings (£8k).

#### **Schools Other (£10,000 Overspend)**

An overspend is projected in relation to detriment costs associated with approved savings (£7k) and also ParentPay transaction costs due to the increasing number of online payments made (£13k). This is partially offset by an underspend projected in relation to expenditure on the provision of free milk in early years centres (£10k).

#### **Special Education (£5,400 Overspend)**

An overspend is projected in relation to redundancies associated with the delivery of approved savings (£2k), janitorial staffing (£6k) and the school meals service (£22k). These overspends are partially offset by a projected underspend in relation to water metered charges (£25k).

#### **Psychological Services (£7,300 Underspend)**

An underspend is projected in relation to the early realisation of future savings (£7k).

#### **Transport (£42,900 Overspend)**

An overspend is projected in relation to the anticipated contract costs for transport for the new Maidenhill Primary school (£13k) and also on vehicle hires (£36k). This is partially offset by an underspend in relation to SPT contracts for other schools based on the information available for Quarter 1 (£6k).

#### **Administration Services (£182,900 Underspend)**

An underspend is projected in relation to janitorial costs (£56k) which offsets janitorial overspends in other sectors of the department. An underspend is also projected in relation to staffing costs (£125k).

#### **Facilities Management (£4,400 Underspend)**

An underspend is projected in relation to the early realisation of future savings (£4k).

**Summary:** Period 5 figures have been prepared on a probable outturn basis and therefore reflect anticipated full year costs. The forecast based on the information currently available prior to the start of the new academic year indicates an underspend of £146,200 which represents less than 0.1% of the Education department budget. This must be considered in light of Devolved School Management arrangements.

Overall the main favourable variances at Period 5 can be summarised as underspends in relation to water metered charges (£109k), the early realisation of future savings (£11k), an underspend in staff costs (£125k) and a projected over-recovery of school meals income based on information available to date (£28k). This position is partially offset by redundancy and detriment costs associated with the delivery of approved savings and contractual changes for former Wraparound staff (£88k) and an anticipated overspend in school transport costs (£43k).

**CONTRIBUTION TO INTEGRATION JOINT BOARD**

**PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> August 2019 – Nil Variance.**

**Contribution to Integration Joint Board (IJB) ( Nil variance )**

The projected outturn position reflects agreed additional funding within the contribution to the Integration Joint Board.

**Summary:**

The projected outturn position, is that the contribution to IJB is in line with agreed funding.

## ENVIRONMENT – NON SUPPORT

PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> August 2019 - £92,000 UNDERSPEND**Directorate & Management (£64,800 Underspend)**

The projected underspend primarily reflects current staff vacancies (£64k).

**Non-Operational Properties (£42,000 Underspend)**

Property costs are projected to underspend (£42k).

**Planning and Building Control (£30,000 Overspend)**

Payroll costs are projected to overspend (£40k). Expenditure on Consultants is also expected to overspend (£40k) as specialist advice is required. This is offset by a projected over-recovery in planning fee and building warrant income (£50k).

**Economic Development (£25,700 Overspend)**

As no building operator has been appointed at Greenlaw Business Centre yet, Property Costs are expected to overspend (£20k). An overspend in relation to the Barrhead Foundry Business Zone (£20k) is also projected. These are partially offset by a projected underspend in relation to the Family Firm budget (£15k).

**Roads (£35,000 Overspend)**

Payroll costs are projected to overspend (£160k). An overspend in costs associated with the removal and disposal of coal tar is projected (£90k). External contractor costs associated with ground and verge maintenance are projected to overspend (£80k). These will be partially offset by a planned review of operations within the revenue works programme (£300k).

**Neighbourhood Services (£229,300 Underspend)**

Following the establishment of a multi-skilled workforce, payroll costs are projected to underspend (£230k) as a number of posts have yet to be filled in the new structure.

**Parks (£68,200 Overspend)**

Projected overspend in relation to the inspection and maintenance of dangerous headstones at Cathcart Cemetry (£150k) following a change in regulations. Property rental income is expected over-recover (£80k) to partially offset this.

**Cleansing (£50,400 Underspend)**

Income from the sale of bins to new properties (£30k) is expected to over-recover. Commercial waste income is also expected to over-recover (£10k). A number of smaller underspends (£10k) contribute to the overall projected underspend.

**Waste Management (£151,500 Overspend)**

An overspend at Barrhead's Civic Amenity Site (£31k) is projected following an increase in disposal costs. Necessary improvements to the Greenhags Site prior to the new Clyde Valley Waste Disposal contract beginning are resulting in an overspend (£75k). Costs associated with the disposal of recyclables are projected to overspend (£45k).

**Protective Services (£14,700 Underspend)**

An underspend is projected in relation to Scientific Services (£15k).

**Other Housing (£1,200 Underspend)**

The Contribution to Housing Revenue Account will be lower than budget (£50k), partially offset by overspends within payroll costs (£40k) and a number of other minor operational costs (£9k).

**Summary:**

The above figures have been prepared on a Probable Outturn basis and therefore represent full year variances. It is expected that Environment's final outturn for 2019/20 will be £92k under budget. There is pressure within the Roads service in relation to both payroll costs (£160k) and the costs associated with the treatment of hazardous coal tar (£90k). Within Planning, there is a need for specialist Consultant advice to be brought in (£40k), whilst Parks need to incur unbudgeted spend (£150k) in relation to unsafe headstones at Cathcart Cemetry following a change in Health & Safety regulations. Prior to the commencement of the Clyde Valley Waste contract later this year, necessary improvements need to be made at the Greenhags Waste Station (£45k). Despite these, there are a number of compensating under-spends across the department to allow projected spend to come in under budget. As well as income over-recoveries noted above, a planned reduction in the Roads revenue works programme (£300k) contributes to the overall variance. Following the establishment of a multi-skilled Neighbourhood Services workforce, a number of posts have yet to be filled in the structure (£230k).

**ENVIRONMENT – PROPERTY AND TECHNICAL SERVICES****PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> August 2019 - £56,500 UNDERSPEND****Property & Technical - Operations (£7,500 Overspend)**

A projected under-spend in Postage costs (£30k) is expected to be offset by an overspend in Payroll costs (£31k).

**Property & Technical – Strategy (£64,000 Underspend)**

The projected underspend primarily reflects current staff vacancies (£60).

**Summary:**

The above figures have been prepared on a Probable Outturn basis and therefore represent full year variances. The underspend of £56,500 is largely due to a combination of underspends within Payroll costs and Postages.

**PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> August 2019 - £165,300 Underspend**

**Community Learning & Development , Partnerships and Equalities (£21,000 Underspend)**

The underspend is due to a combination of adverse variances on payroll and staff training offset by a favourable variance on supplies and services budgets.

**Community Safety (£5,700 Underspend)**

The underspend mainly relates to the payroll budget and is due to slippage in filling vacant posts.

**Money Advice & Registrars (£33,400 Underspend)**

The underspend is largely due to payroll as a result of staff turnover and vacant hours.

**Directorate, Strategic Insight & Communities Management (£100 Overspend)**

There are no significant variances to report at this time

**Members Expenses, Grants, Elections and Corporate & Democratic Core (£4,400 Overspend)**

Some minor unbudgeted expenditure on utilities and supplies is causing this variance. These issues are being addressed in the 20/21 revenue estimates exercise.

**Housing Benefits & Revenues Benefits and Business Support Team (£21,900 Underspend)**

The underspend is due to a combination of unbudgeted income from DWP partially offset by expenditure on agency staffing to cover for absence.

**Council Tax/Non Domestic Rates (£87,800 Underspend)**

The variance is mainly due to an underspend on Council Tax Reduction.

**Summary:**

Period 5 figures have been prepared on a probable outturn basis and therefore reflect full year costs. The underspend of £165,300 is largely due to a combination of underspends across payroll budgets due to vacancies and an underspend on the Council Tax reduction budget due to lower benefit applications.

## CORPORATE & COMMUNIT<sup>1</sup>6 – SUPPORT SERVICES

**PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> August 2019 - £ 63,500 OVERSPEND**

### **Revenues General (£16,900 Underspend)**

The underspend can be attributed to slippage on staffing within Revenues Administration as a result of staff transfers to the Council Tax Systems team.

### **Policy, Data & Information, (£17,800 Underspend)**

This underspend is mainly due to slippage in filling vacant posts.

### **Project Management Office/ Core Corporate (£400 Underspend)**

There are no significant variances to report at this time.

### **Digital Services (£116,000 Overspend)**

Savings were applied to the contracts budget line within IT this year, however, actual expenditure has not reduced accordingly, hence the reason for reporting an overspend. It should be noted that the savings position is currently being reviewed.

### **Customer First (£20,100 Overspend)**

The variance relates to the staffing budget and is due to the employment of temporary staff to deliver the Digital Customer Project.

### **Communications & Printing (£27,100 Underspend)**

The underspend is mainly due to staff turnover within the Communications team.

### **Human Resources & Payroll (£22,300 Underspend)**

This underspend is largely due to slippage on staffing and lower spending on supplies budgets within Payroll.

### **Democratic Services – Support (£11,900 Overspend)**

The variance relates to additional staffing costs associated with the running of elections.

### **Summary:**

Period 5 figures have been prepared on a probable outturn basis and therefore reflect full year costs. The net overspend of £63,500 is mainly due to a combination of non-achievement of ICT contract savings which are currently being reviewed and underspends across payroll budgets due to vacancies. The position will be closely monitored by management with the aim of taking remedial action to bring this budget back into line by the end of the financial year.



**PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> AUGUST 2019 - £12,600 UNDERSPEND**

The projected underspend of £12,600 is comprised of several variances:

In Civic Licensing Taxi Licence Income is higher than budgeted (£6.3k) due to the increased uptake of taxi licences for popular one, two or three year licences. The Council has been notified of the Audit Fee for 2019/20 and it is expected to outturn under budget (£5.8k). Licencing Board Miscellaneous Supplies and Services budget is projected to outturn under spent (£0.5k) based upon last year's outturn and current levels of expenditure and income to date.

**Summary:**

Period 5 figures have been prepared on a probable outturn basis and therefore reflect projected full year costs. The projected underspend at Period 5 of £12,600 is due to higher than budgeted Taxi Licence income in Civic Licensing, a lower than budgeted Audit Fee and an underspend in the Licensing Board's Miscellaneous Supplies and Services budget.

## CHIEF EXECUTIVE'S OFFICE – SUPPORT

### PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> AUGUST 2019 - £50,900 UNDERSPEND

The projected underspend of £50,900 is comprised of a number of variances:

Payroll costs are projected to underspend due to staff vacancies in Procurement (£52k net) and Internal Audit (£12k). In addition Supplies and Services in Accountancy are projected to underspend (£10k) based upon last year's outturn and current levels of expenditure to date. Chief Executive's Office Income is projected to outturn above budget due to income (£25k) carried forward from 2018/19 (see below) and recharges to the Improvement Service (£6k). Legal Income is projected to outturn above budget (£17k) due to additional fee income recoverable from other Departments. Accountancy Income is projected to outturn above budget due to additional recharges to the Loans fund (£12k) and recharges to other Departments for staff union time (£7k). Procurement Income is projected to outturn above budget due to income carried forward from 2018/19 (£9k) and income (£55k) from the Modernisation Fund (see below).

Largely offsetting these favourable variances are projected payroll overspends in Legal Services (£23k) due to no staff turnover. Accountancy payroll costs are projected to overspend (£27k) due largely to agency staff costs incurred as cover for long term absence. In the Chief Executive's Office payroll is projected to overspend due to no staff turnover (£16k) and other payroll costs (£25k) that will be met by income brought forward from 2018/19 (see above). Supplies & Services in Procurement are projected to overspend (£55k) as the result of the costs of a service review and the cost of a seconded officer from Scotland Excel, both of which are met from the Modernisation Fund (see above). Supplies & Services in Legal are projected to overspend (£8k) as the result of additional legal costs most of which are rechargeable to other Departments (see above).

#### **Summary:**

Period 5 figures have been prepared on a probable outturn basis and therefore reflect projected full year costs. The projected underspend at Period 5 of £50,900 is due to staff vacancies in Procurement and Internal Audit and savings in Accountancy in Supplies and Services. There is also additional Income in Chief Executive's Office, Legal Services, Accountancy and Procurement. Largely offsetting these favourable variances are overspends in Legal Services and Chief Executive's Office due to no staff turnover. Accountancy payroll costs are projected to overspend due to agency staff costs and in Procurement and Legal Services Supplies and Services are projected to overspend.

## OTHER EXPENDITURE &amp; INCOME

PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> AUG 2019 - £255,500 UNDERSPEND**Restructuring Costs (£159,000 Underspend)**

Underspends within service restructure commitment costs (change programme) and associated redeployment costs.

**Unallocated Overheads (£154,000 Overspend)**

Overspend within Pension costs reflecting known commitments at this time including non recurring elements arising from service redesign.

**Other Services (£250,500 Underspend)**

Lower than anticipated expenditure arising from contingent operations / costs that have not as yet materialised or been confirmed.

**Summary:**

Month 5 figures are prepared on a probable outturn basis and reflect initial projected full year costs. The reported position of a £255,500 underspend will continue to be monitored and adjusted as required in conjunction with implementation of Council's service redesigns and arising contingent events / operations and it is expected to reduce before the year end.

PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> August 2019 – Nil Variance

**Children & Families (£321,000 Underspend)**

The projected underspend relates to staff turnover and third party purchased care. The projected outturn allows for placement activity throughout the remainder of the financial year.

**Older Peoples Service (£376,000 Overspend)**

The projected overspend for the year is mainly due to additional costs for care at home of £457k from both our in-house and purchased services. This is offset in part by staff turnover within the wider service.

**Physical & Sensory Disability (£315,000 Overspend)**

The projected overspend primarily reflects additional costs associated with further increases in complex and high value care packages in order to continue to meet individual clients assessed care needs.

**Learning Disability (£256,000 Overspend)**

The projected overspend mainly reflects an increase in the costs of committed care packages arising reflecting the assessed care needs of individual clients.

**Addictions & Substance Misuse (£100,000 Underspend)**

The projected underspend reflects both staff vacancies and the current cost of care package commitments.

**Support Service & Management (£55,000 Underspend)**

The projected underspend is primarily within property costs arising from a rates revaluation (£48k)

**Strategic Services (£8,000 Underspend)**

The projected underspend primarily reflects current staff vacancies.

**Contribution from IJB (£463,000 Over recovery)**

Additional contribution from IJB reserves to meet projected operational overspend.

**Summary:**

The projected outturn position, highlights a potential overspend of £463,000, which will be met from IJB reserves as required subject to the final outturn at the end of the financial year. The need to draw on reserves will be determined by the operational spend and the part year impact of achieving savings required from care package reviews.

## HOUSING REVENUE ACCOUNT

**PROBABLE OUTTURN FORECAST AS AT 31<sup>st</sup> August 2019 - £60,000 OVERSPEND**

### **Housing Revenue Account (£60,000 Overspend)**

There are a number of under and overspends forecasted within the Housing Revenue Account contributing to the 60k overspend. The main underspends are in relation to payroll (15k), property costs (67k) and lower than anticipated loan charges (48k). Overspends are projected for void rent loss (90k) and an under-recovery of rental income is also expected (100k)

### **Housing Maintenance Team ( Break Even )**

A projected underspend in payroll costs (£350k) is offset by corresponding overspends in agency staff (£175k) and subcontractor payments and materials (£175k).

### **Summary:**

The above figures have been prepared on a Probable Outturn basis and therefore represent full year variances. It is expected that action will be taken to bring the Housing Revenue Account in line with budget at the year end. Workload pressures caused by vacancies have required agency staff to be employed in both the HRA and Housing Maintenance Team. The variances will be reviewed during the course of the year and where required mitigating actions taken by management.

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Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Education	144,860,700	3,029,800	147,890,500	48,694,300	48,996,800	(302,500)	146,200
Contribution to Integration Joint Board	49,839,200	0	49,839,200	20,977,700	20,491,300	486,400	0
Environment	30,365,100	15,500	30,380,600	10,041,300	7,262,100	2,779,200	92,000
Environment - Support	0	0	0	1,093,200	1,366,400	(273,200)	56,500
Chief Executives Office	17,500	0	17,500	(4,600)	(18,200)	13,600	12,600
Chief Executives Office - Support	0	0	0	1,222,900	1,146,400	76,500	50,900
Corp & Comm - Community Resources	12,636,700	337,000	12,973,700	2,666,400	2,066,100	600,300	165,300
Corp & Comm - Support	0	0	0	5,395,600	5,544,100	(148,500)	(63,500)
Other Expenditure & Income	1,756,500	0	1,756,500	428,800	410,600	18,200	255,500
Joint Boards	2,258,500	41,000	2,299,500	883,000	866,500	16,500	43,000
Contingency - Welfare	83,900	0	83,900	0	0	0	83,900
Health & Social Care Partnership	327,800	0	327,800	(233,800)	(225,400)	(8,400)	0
Housing Revenue Account	0	0	0	(2,653,800)	(1,792,900)	(860,900)	(60,000)
<b>TOTAL</b>	<b>242,145,900</b>	<b>3,423,300</b>	<b>245,569,200</b>	<b>88,511,000</b>	<b>86,113,800</b>	<b>2,397,200</b>	<b>782,400</b>

Summary of Operational Adjustments.

Additional resources - Education Teachers Pay Funding	3,029,800
Additional resources Joint Boards	41,000
Additional resources- Corp & Comm. Disc.Housing Payments	337,000
Capital Charges	15,500
	3,423,300

Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Employee Costs	142,016,600	3,173,300	145,189,900	62,386,200	61,445,000	941,200	457,900
Property Costs	16,414,900	11,700	16,426,600	8,059,200	7,313,100	746,100	(3,000)
Transport Costs	5,490,300	0	5,490,300	2,363,000	2,109,700	253,300	(145,700)
Supplies & Services	53,485,000	(102,100)	53,382,900	19,616,400	17,476,900	2,139,500	(2,171,900)
Contributions	2,250,000	41,000	2,291,000	883,000	866,500	16,500	43,000
Third Party Payments	46,896,500	0	46,896,500	16,803,100	16,687,900	115,200	(796,300)
Transfer Payments	21,729,600	337,000	22,066,600	6,969,200	6,367,400	601,800	2,543,400
Support Services	14,778,700	0	14,778,700	31,500	5,400	26,100	(1,800)
Other Expenditure	1,692,000	0	1,692,000	428,800	433,500	(4,700)	232,600
Depcn And Impairment Losses	19,738,500	15,500	19,754,000	0	0	0	48,700
Financing Costs	0	0	0	0	0	0	0
<b>TOTAL EXPENDITURE</b>	<b>324,492,100</b>	<b>3,476,400</b>	<b>327,968,500</b>	<b>117,540,400</b>	<b>112,705,400</b>	<b>4,835,000</b>	<b>206,900</b>
Income	(82,346,200)	(53,100)	(82,399,300)	(29,029,400)	(26,591,600)	(2,437,800)	575,500
<b>TOTAL</b>	<b>242,145,900</b>	<b>3,423,300</b>	<b>245,569,200</b>	<b>88,511,000</b>	<b>86,113,800</b>	<b>2,397,200</b>	<b>782,400</b>



Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Education	Employee Costs	97,962,900	3,173,300	101,136,200	39,853,000	39,299,300	553,700	48,200
	Property Costs	11,402,500	11,700	11,414,200	5,805,800	5,454,300	351,500	43,200
	Transport Costs	1,829,900	0	1,829,900	835,000	747,100	87,900	(35,400)
	Supplies & Services	30,997,900	(102,100)	30,895,800	9,134,400	8,518,100	616,300	(16,600)
	Third Party Payments	7,579,700	0	7,579,700	3,655,600	3,735,200	(79,600)	(134,500)
	Transfer Payments	848,900	0	848,900	271,800	506,900	(235,100)	(375,000)
	Support Services	5,150,600	0	5,150,600	0	0	0	0
	Depcn And Impairment Losses	10,470,300	0	10,470,300	0	0	0	0
<b>Total Expenditure</b>		<b>166,242,700</b>	<b>3,082,900</b>	<b>169,325,600</b>	<b>59,555,600</b>	<b>58,260,900</b>	<b>1,294,700</b>	<b>(470,100)</b>
	Income	(21,382,000)	(53,100)	(21,435,100)	(10,861,300)	(9,264,100)	(1,597,200)	616,300
Education	<b>TOTAL</b>	<b>144,860,700</b>	<b>3,029,800</b>	<b>147,890,500</b>	<b>48,694,300</b>	<b>48,996,800</b>	<b>(302,500)</b>	<b>146,200</b>

Summary of Operational Adjustments:

Additional resources - Teachers pay increase  
Devolved School Management

Employee Costs  
There have been operational adjustments between  
subjective headings in this reporting period in  
accordance with approved DSM scheme.

3,029,800  
-  
3,029,800

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Education	Pre Five Education	9,229,800	24,000	9,253,800	(587,300)	(734,500)	147,200	(63,600)
	Primary Education	46,028,000	1,276,000	47,304,000	17,233,800	17,117,900	115,900	(65,800)
	Secondary Education	59,499,200	1,448,700	60,947,900	23,688,600	23,340,100	348,500	139,300
	Schools Other	3,402,300	234,800	3,637,100	1,131,900	1,102,000	29,900	(10,000)
	Special Education	6,818,600	146,800	6,965,400	2,264,200	2,119,400	144,800	(5,400)
	Psychological Service	869,900	37,300	907,200	375,500	326,600	48,900	7,300
	Transport (excl Spec Educ)	962,900	0	962,900	512,900	501,400	11,500	(42,900)
	Bursaries / Emas	0	0	0	0	700	(700)	0
	Provision for Clothing	227,700	0	227,700	13,200	140,800	(127,600)	0
	Administration & Support	9,478,500	(137,800)	9,340,700	1,278,700	1,499,000	(220,300)	182,900
	School Crossing Patrollers	0	0	0	(15,400)	(56,200)	40,800	0
	Catering	0	0	0	(18,300)	5,400	(23,700)	16,600
	Cleaning	0	0	0	(114,300)	895,300	(1,009,600)	(12,200)
	Culture & Leisure Services	8,343,800	0	8,343,800	2,930,800	2,738,900	191,900	0
Education	<b>TOTAL</b>	<b>144,860,700</b>	<b>3,029,800</b>	<b>147,890,500</b>	<b>48,694,300</b>	<b>48,996,800</b>	<b>(302,500)</b>	<b>146,200</b>

Summary of Operational Adjustments:

Additional resources - Teachers pay increase

Pre Five Education 64,400  
Primary Education 1,299,200  
Secondary Education 1,443,600  
Schools Other 36,300  
Special Education 120,900  
Psychological Service 37,300  
Administration & Support 28,100

Devolved School Management

There have been operational adjustments between  
objective headings in this reporting period in  
accordance with approved DSM scheme.

-  
3,029,800

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Budgetary Control Statement  
 Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Contribution to Integration Joint Board	Third Party Payments	49,839,200	0	49,839,200	20,977,700	20,491,300	486,400	0
Contribution to Integration Joint Board	TOTAL	49,839,200	0	49,839,200	20,977,700	20,491,300	486,400	0

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Contribution to Integration Joint Board	Core Funding	49,839,200	0	49,839,200	20,977,700	20,491,300	486,400	0
Contribution to Integration Joint Board	TOTAL	49,839,200	0	49,839,200	20,977,700	20,491,300	486,400	0

Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Environment	Employee Costs	14,050,400	0	14,050,400	5,533,000	5,411,900	121,100	(20,000)
	Property Costs	2,481,900	0	2,481,900	897,800	803,900	93,900	(134,400)
	Transport Costs	3,220,900	0	3,220,900	1,342,200	1,202,200	140,000	(26,700)
	Supplies & Services	15,744,300	0	15,744,300	6,344,500	4,388,800	1,955,700	(1,359,100)
	Third Party Payments	823,100	0	823,100	127,000	168,900	(41,900)	15,700
	Transfer Payments	807,800	0	807,800	284,300	298,000	(13,700)	(95,800)
	Support Services	2,848,400	0	2,848,400	31,100	0	31,100	0
	Depcn And Impairment Losses	3,678,600	15,500	3,694,100	0	0	0	0
<b>Total Expenditure</b>		<b>43,655,400</b>	<b>15,500</b>	<b>43,670,900</b>	<b>14,559,900</b>	<b>12,273,700</b>	<b>2,286,200</b>	<b>(1,620,300)</b>
	Income	(13,290,300)	0	(13,290,300)	(4,518,600)	(5,011,600)	493,000	1,712,300
Environment	<b>TOTAL</b>	<b>30,365,100</b>	<b>15,500</b>	<b>30,380,600</b>	<b>10,041,300</b>	<b>7,262,100</b>	<b>2,779,200</b>	<b>92,000</b>

Summary of Operational Adjustments.

Capital Charges

15,500

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Environment	Directorate & Supp Environment	1,636,100	0	1,636,100	348,000	270,800	77,200	81,000
	Environment Accommodation	0	0	0	412,400	387,200	25,200	0
	Planning & Development	908,300	0	908,300	256,100	170,300	85,800	(37,200)
	Economic Development Summary	1,168,700	0	1,168,700	287,700	261,800	25,900	(25,700)
	Roads - Council	12,556,800	11,600	12,568,400	4,178,900	3,441,100	737,800	(35,000)
	Roads Contracting Unit	0	0	0	(14,200)	(120,200)	106,000	0
	Parks	1,587,600	0	1,587,600	386,600	(729,100)	1,115,700	(68,200)
	Cleansing & Recycling	4,073,200	0	4,073,200	1,152,100	20,100	1,132,000	50,400
	Waste Management	3,679,800	0	3,679,800	1,421,000	1,129,500	291,500	(151,500)
	Protective Services	1,172,200	600	1,172,800	392,100	287,100	105,000	14,700
	Transport	0	0	0	(93,300)	88,600	(181,900)	0
	Neighbourhood Services Mgmt	595,300	0	595,300	256,700	1,677,900	(1,421,200)	229,300
	Env Strat/ Op Management	250,000	0	250,000	98,300	138,900	(40,600)	(16,200)
	Non Operational Properties	329,700	0	329,700	115,400	27,100	88,300	42,000
	Other Housing	1,970,700	3,300	1,974,000	676,300	13,600	662,700	1,200
	Roads	0	0	0	0	32,300	(32,300)	0
	Strategy - Bi Team	436,700	0	436,700	167,100	165,000	2,100	7,200
Environment	<b>TOTAL</b>	<b>30,365,100</b>	<b>15,500</b>	<b>30,380,600</b>	<b>10,041,200</b>	<b>7,262,000</b>	<b>2,779,200</b>	<b>92,000</b>

Summary of Operational Adjustments.

Capital Charges

15,500

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Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Environment - Support	Employee Costs	1,893,900	0	1,893,900	744,700	718,300	26,400	86,000
	Property Costs	1,015,400	0	1,015,400	600,500	494,900	105,600	0
	Transport Costs	14,700	0	14,700	6,100	4,700	1,400	0
	Supplies & Services	338,800	0	338,800	89,900	130,400	(40,500)	(155,000)
	Support Services	1,100	0	1,100	500	0	500	
	Depcn And Impairment Losses	99,100	0	99,100	0	0	0	
<b>Total Expenditure</b>		<b>3,363,000</b>		<b>3,363,000</b>	<b>1,441,700</b>	<b>1,348,300</b>	<b>93,400</b>	<b>(69,000)</b>
	Income	(1,030,000)	0	(1,030,000)	(348,500)	18,100	(366,600)	125,500
Environment - Support	<b>TOTAL</b>	<b>2,333,000</b>	<b>0</b>	<b>2,333,000</b>	<b>1,093,200</b>	<b>1,366,400</b>	<b>(273,200)</b>	<b>56,500</b>

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Environment - Support	Prop & Tech - Operations	799,800	0	799,800	360,600	352,400	8,200	(7,500)
	Accommodation	1,180,300	0	1,180,300	604,800	498,400	106,400	0
	Property & Technical	352,900	0	352,900	127,800	515,600	(387,800)	64,000
Environment - Support	<b>TOTAL</b>	<b>2,333,000</b>	<b>0</b>	<b>2,333,000</b>	<b>1,093,200</b>	<b>1,366,400</b>	<b>(273,200)</b>	<b>56,500</b>

Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Chief Executives Office	Employee Costs	22,600	0	22,600	8,900	9,000	(100)	(1,000)
	Transport Costs	3,000	0	3,000	1,300	1,200	100	0
	Supplies & Services	359,600	0	359,600	84,100	85,200	(1,100)	(7,500)
	Support Services	47,000	0	47,000	0	0	0	0
	Depcn And Impairment Losses	2,500	0	2,500	0	0	0	0
Total Expenditure		434,700		434,700	94,300	95,400	(1,100)	(8,500)
	Income	(417,200)	0	(417,200)	(98,900)	(113,600)	14,700	21,100
Chief Executives Office	TOTAL	17,500	0	17,500	(4,600)	(18,200)	13,600	12,600

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Chief Executives Office	Accountancy & Directorate	53,000	0	53,000	77,700	76,100	1,600	5,800
	Licensing	(11,200)	0	(11,200)	(49,900)	(77,900)	28,000	6,300
	Licensing Board	(24,300)	0	(24,300)	(32,400)	(16,400)	(16,000)	500
Chief Executives Office	TOTAL	17,500	0	17,500	(4,600)	(18,200)	13,600	12,600

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Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Chief Executives Office - Support	Employee Costs	3,054,900	0	3,054,900	1,201,700	1,166,900	34,800	(7,200)
	Supplies & Services	133,000	0	133,000	51,300	48,600	2,700	(77,600)
	Third Party Payments	72,000	0	72,000	0	0	0	0
	Transfer Payments	0	0	0	0	0	0	0
	Support Services	0	0	0	0	0	0	0
<b>Total Expenditure</b>		<b>3,259,900</b>		<b>3,259,900</b>	<b>1,253,000</b>	<b>1,215,500</b>	<b>37,500</b>	<b>(84,800)</b>
	Income	(225,900)	0	(225,900)	(30,100)	(69,100)	39,000	135,700
Chief Executives Office - Support	<b>TOTAL</b>	<b>3,034,000</b>	<b>0</b>	<b>3,034,000</b>	<b>1,222,900</b>	<b>1,146,400</b>	<b>76,500</b>	<b>50,900</b>

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Chief Executives Office - Support	Chief Executives Section	430,900	0	430,900	169,300	159,000	10,300	(10,000)
	Accountancy & Directorate	1,504,900	0	1,504,900	633,400	635,900	(2,500)	2,000
	Legal Services	472,900	0	472,900	184,400	177,700	6,700	(13,800)
	Purchasing & Procurement	365,300	0	365,300	134,000	91,500	42,500	60,700
	Internal Audit	260,000	0	260,000	101,700	82,200	19,500	12,000
Chief Executives Office - Support	<b>TOTAL</b>	<b>3,034,000</b>	<b>0</b>	<b>3,034,000</b>	<b>1,222,800</b>	<b>1,146,300</b>	<b>76,500</b>	<b>50,900</b>

Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Corp & Comm - Community Resources	Employee Costs	4,931,800	0	4,931,800	1,938,700	1,856,200	82,500	82,700
	Property Costs	78,700	0	78,700	31,900	30,000	1,900	(6,900)
	Transport Costs	64,900	0	64,900	28,300	20,600	7,700	7,500
	Supplies & Services	1,391,400	0	1,391,400	386,000	424,100	(38,100)	(182,400)
	Third Party Payments	306,500	0	306,500	105,700	115,300	(9,600)	1,600
	Transfer Payments	19,742,300	337,000	20,079,300	6,390,300	5,529,800	860,500	3,014,200
	Support Services	3,351,200	0	3,351,200	0	1,800	(1,800)	(1,800)
	Depcn And Impairment Losses	109,600	0	109,600	0	0	0	0
Total Expenditure		29,976,400	337,000	30,313,400	8,880,900	7,977,800	903,100	2,914,900
	Income	(17,339,700)	0	(17,339,700)	(6,214,500)	(5,911,700)	(302,800)	(2,749,600)
Corp & Comm - Community Resources	TOTAL	12,636,700	337,000	12,973,700	2,666,400	2,066,100	600,300	165,300

Summary of Operational Adjustments:

Discretionary Housing Payments - Tranche 1 (redetermination)

337,000

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Corp & Comm - Community Resources	Community Learning & Dev	1,041,100	0	1,041,100	312,700	362,700	(50,000)	(7,700)
	Partnerships and Equalities	490,000	0	490,000	59,100	13,400	45,700	28,700
	Community Safety	1,455,200	0	1,455,200	509,800	526,300	(16,500)	5,700
	Registrars	246,200	0	246,200	25,500	(200)	25,700	31,300
	Grants	172,200	0	172,200	136,900	138,600	(1,700)	0
	Auchenback Resource Centre	30,700	0	30,700	12,800	16,300	(3,500)	0
	Strategic Insight & Comm.Mgmt.	199,200	0	199,200	94,600	35,800	58,800	0
	Members Expenses	493,600	0	493,600	195,800	195,000	800	(1,700)
	MART	1,048,800	0	1,048,800	345,400	322,400	23,000	2,100
	Directorate	98,200	0	98,200	111,200	112,300	(1,100)	(100)
	Business Support Team	288,900	0	288,900	103,600	87,800	15,800	(10,500)
	Housing Benefits	269,000	337,000	606,000	191,800	(266,800)	458,600	52,800
	Revenues - Benefits	877,200	0	877,200	303,000	273,100	29,900	(20,400)
	Council Tax/Ndr	4,316,000	0	4,316,000	192,200	177,700	14,500	87,800
	Cost Of Elections	123,200	0	123,200	9,100	6,400	2,700	(500)
	Corporate & Democratic Core	1,487,200	0	1,487,200	63,000	65,200	(2,200)	(2,200)
Corp & Comm - Community Resources	TOTAL	12,636,700	337,000	12,973,700	2,666,500	2,066,000	600,500	165,300

Summary of Operational Adjustments:

Discretionary Housing Payments - Tranche 1 (redetermination)

337,000

Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Corp & Comm - Support	Employee Costs	8,582,300	0	8,582,300	3,354,400	3,414,300	(59,900)	(118,600)
	Property Costs	3,500	0	3,500	2,000	400	1,600	700
	Transport Costs	25,900	0	25,900	10,700	4,800	5,900	4,900
	Supplies & Services	3,445,000	0	3,445,000	2,243,900	2,419,300	(175,400)	(194,400)
	Third Party Payments	19,400	0	19,400	18,600	2,600	16,000	1,900
	Support Services	0	0	0	0	0	0	0
	Depcn And Impairment Losses	2,186,200	0	2,186,200	0	0	0	0
Total Expenditure		14,262,300		14,262,300	5,629,600	5,841,400	(211,800)	(305,500)
	Income	(2,566,100)	0	(2,566,100)	(234,000)	(297,300)	63,300	242,000
Corp & Comm - Support	TOTAL	11,696,200	0	11,696,200	5,395,600	5,544,100	(148,500)	(63,500)

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Corp & Comm - Support	Revenues - General	740,300	0	740,300	269,700	270,300	(600)	16,900
	Digital services	6,555,500	(29,600)	6,525,900	2,766,700	2,975,900	(209,200)	(116,000)
	Policy	228,700		228,700	88,200	66,900	21,300	(6,800)
	Communications	435,800	0	435,800	195,800	188,600	7,200	18,100
	Printing	186,600	0	186,600	80,600	59,600	21,000	9,000
	Human Resources & Payroll	1,664,200	0	1,664,200	785,300	787,300	(2,000)	22,300
	Democratic Services	405,600	0	405,600	156,600	166,200	(9,600)	(11,900)
	Customer Services	1,017,800	0	1,017,800	459,400	466,100	(6,700)	(20,100)
	Core Corporate	0	0	0	344,700	358,300	(13,600)	(1,400)
	Data And Information	161,100	29,600	190,700	74,100	26,500	47,600	24,600
	Project Management Office	300,600	0	300,600	174,500	178,300	(3,800)	1,800
Corp & Comm - Support	TOTAL	11,696,200	0	11,696,200	5,395,600	5,544,000	(148,400)	(63,500)

Summary of Operational Adjustments:

partial budget transfer from Digital Services for post now based within Data & Info team  
part year budget transfer to Data & Info team for Digital Services employee

(29,600)
29,600
0



Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Other Expenditure & Income	Expenditure	1,692,000	0	1,692,000	428,800	433,500	(4,700)	232,600
	Support Services	64,500	0	64,500	0	0	0	0
Total Expenditure		1,756,500		1,756,500	428,800	433,500	(4,700)	232,600
	Income	0	0	0	0	(22,900)	22,900	22,900
Other Expenditure & Income	TOTAL	1,756,500	0	1,756,500	428,800	410,600	18,200	255,500

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Other Expenditure & Income	Other Expenditure & Income	1,756,500	0	1,756,500	428,800	433,500	(4,700)	232,600
	Income	0	0	0	0	(22,900)	22,900	22,900
Other Expenditure & Income	TOTAL	1,756,500	0	1,756,500	428,800	410,600	18,200	255,500

Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Joint Boards	Contributions	2,250,000	41,000	2,291,000	883,000	866,500	16,500	43,000
	Support Services	8,500	0	8,500	0	0	0	0
<b>Total Expenditure</b>		<b>2,258,500</b>	<b>41,000</b>	<b>2,299,500</b>	<b>883,000</b>	<b>866,500</b>	<b>16,500</b>	<b>43,000</b>
Joint Boards	TOTAL	2,258,500	41,000	2,299,500	883,000	866,500	16,500	43,000

Summary of Operational Movements

Additional resource - Barclay Commission RVJB 41,000

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Joint Boards	SPTE (incl Concess Fares)	1,766,000	0	1,766,000	883,000	866,500	16,500	32,900
	Renfrewshire Valuation J/Brd	484,000	41,000	525,000	0	0	0	10,100
	Support Services	8,500	0	8,500	0	0	0	
<b>Joint Boards</b>	<b>TOTAL</b>	<b>2,258,500</b>	<b>41,000</b>	<b>2,299,500</b>	<b>883,000</b>	<b>866,500</b>	<b>16,500</b>	<b>43,000</b>

Summary of Operational Movements

Additional resource - Barclay Commission RVJB 41,000

Budgetary Control Statement  
 Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Contingency - Welfare	Supplies & Services	83,900	0	83,900	0	0	0	83,900
Total Expenditure		83,900		83,900				83,900
Contingency - Welfare	TOTAL	83,900	0	83,900	0	0	0	83,900

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Contingency - Welfare	Supplies & Services	83,900	0	83,900	0	0	0	83,900
Contingency - Welfare	TOTAL	83,900	0	83,900	0	0	0	83,900

Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Health & Social Care Partnership	Employee Costs	20,678,200	0	20,678,200	8,029,400	7,914,600	114,800	146,000
	Property Costs	967,800	0	967,800	341,200	257,100	84,100	27,000
	Transport Costs	224,000	0	224,000	77,900	87,400	(9,500)	(96,000)
	Supplies & Services	2,389,700	0	2,389,700	413,800	464,400	(50,600)	9,000
	Third Party Payments	38,187,200	0	38,187,200	12,896,200	12,665,900	230,300	(681,000)
	Support Services	2,331,100	0	2,331,100	0	3,600	(3,600)	0
	Depcn And Impairment Losses	888,800	0	888,800	0	0	0	0
	Financing Costs	0	0	0	0	0	0	0
<b>Total Expenditure</b>		<b>65,666,800</b>		<b>65,666,800</b>	<b>21,758,500</b>	<b>21,393,100</b>	<b>365,400</b>	<b>(595,000)</b>
	Income	(9,409,800)	0	(9,409,800)	(994,800)	(1,127,200)	132,400	132,000
Core funding from	Integration Joint Board	(55,929,200)	0	(55,929,200)	(20,997,500)	(20,491,300)	(506,900)	463,000
Health & Social Care Partnership	<b>TOTAL</b>	<b>327,800</b>	<b>0</b>	<b>327,800</b>	<b>(233,800)</b>	<b>(225,400)</b>	<b>(8,400)</b>	<b>0</b>

Budgetary Control Statement  
Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Health & Social Care Partnership	Service Strategy	910,500	0	910,500	476,900	405,900	71,000	8,000
	Children & Families	8,767,100	0	8,767,100	2,954,600	2,757,900	196,700	321,000
	Older People	23,699,800	0	23,699,800	8,987,400	8,988,600	(1,200)	(376,000)
	Physical Disability	4,554,800	0	4,554,800	1,708,500	1,935,800	(227,300)	(315,000)
	Learning Disability	10,235,100	0	10,235,100	4,383,400	4,264,900	118,500	(256,000)
	Mental Health	1,637,000	0	1,637,000	802,600	778,200	24,400	0
	Addictions	291,700	0	291,700	291,900	212,100	79,800	100,000
	Criminal Justice	0	0	0	(39,300)	(47,700)	8,400	0
	Support Service & Management	6,161,000	0	6,161,000	1,197,700	970,200	227,500	55,000
		56,257,000	0	56,257,000	20,763,700	20,265,900	497,800	(463,000)
Core Funding from	Integration Joint Board	(55,929,200)	0	(55,929,200)	(20,997,500)	(20,491,300)	(506,900)	463,000
Health & Social Care Partnership	TOTAL	327,800	0	327,800	(233,800)	(225,400)	(8,400)	0

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Budgetary Control Statement Period 05 / 2020 31 Aug 2019

Period End: 31 August 2019

Period 05 / 2020

Department	Subjective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Housing Revenue Account	Employee Costs	4,370,700	0	4,370,700	1,722,300	1,654,600	67,700	241,800
	Property Costs	1,484,000	0	1,484,000	380,000	272,500	107,500	67,400
	Transport Costs	147,600	0	147,600	61,500	41,700	19,800	0
	Supplies & Services	2,518,200	0	2,518,200	868,600	998,000	(129,400)	(272,200)
	Third Party Payments	0	0	0	0	0	0	0
	Transfer Payments	330,600	0	330,600	22,800	32,800	(10,000)	0
	Support Services	977,400	0	977,400	0	0	0	0
	Depcn And Impairment Losses	4,588,700	0	4,588,700	0	0	0	48,700
	<b>Total Expenditure</b>		14,417,200		14,417,200	3,055,200	2,999,600	55,600
	Income	(14,417,200)	0	(14,417,200)	(5,709,000)	(4,792,500)	(916,500)	(145,700)
Housing Revenue Account	<b>TOTAL</b>	0	0	0	(2,653,800)	(1,792,900)	(860,900)	(60,000)

Department	Objective Name	Approved Budget Per 03	Operational Adjustments	Revised Estimate Per 05	Budget Estimate to Date - Per 05	Actual to Date	Variance (Over)/Under	Forecast
Housing Revenue Account	Construction	2,919,300	0	2,919,300	1,004,900	1,319,800	(314,900)	0
	Homelessness	0	0	0	0	(200)	200	0
	Hra - Client	(2,919,300)	0	(2,919,300)	(3,658,700)	(3,112,500)	(546,200)	(60,000)
Housing Revenue Account	<b>TOTAL</b>	0	0	0	(2,653,800)	(1,792,900)	(860,900)	(60,000)

EAST RENFREWSHIRE COUNCILCABINET24 October 2019Report by Director of EnvironmentHOUSING SERVICES PERFORMANCE REPORT 2018/19 and ANNUAL ASSURANCE STATEMENT (SCOTTISH SOCIAL HOUSING CHARTER)**PURPOSE OF REPORT**

1. The purpose of this report is to advise the Cabinet of East Renfrewshire Council's performance in respect of the Annual Return on the Scottish Social Housing Charter (SSHC or "The Charter") to the Scottish Housing Regulator (SHR), in relation to performance in 2018/19. In addition it seeks approval for the Annual Assurance Statement (this outlines Housing Services' compliance with the Charter standards and our statutory obligations, and is a new annual requirement introduced this year by the SHR).

**RECOMMENDATIONS**

2. It is recommended that the Cabinet:
- (a) Note the performance for 2018/19 as outlined in the Annual Return on the Charter (ARC) submitted to SHR, and to be published via Housing Services Annual Performance Report detailed at Appendix 1; and
  - (b) Approve the Annual Assurance Statement prepared by Housing Services self-evaluation detailing compliance with Charter standards and with our statutory obligations, as detailed at Appendix 2 for submission to SHR by 31<sup>st</sup> October 2019.

**BACKGROUND**

3. The Scottish Social Housing Charter (SSHC) requires each landlord to provide the SHR with details of performance against 37 performance indicators and information for 32 contextual indicators by 31<sup>st</sup> May each year. This is known as the Annual Return on the Charter (ARC). This detail has been submitted to Cabinet each year since its introduction in 2013/14.

4. Upon receipt of this information the SHR will produce a summary Landlord Report for every social landlord in Scotland and publish this on their website by the end of August each year. They also produce an Engagement Plan for each landlord, which outlines the areas of scrutiny they will focus on, based on the prior year's reported performance. East Renfrewshire's performance information from 2017/18 can be viewed at: <https://www.scottishhousingregulator.gov.uk/landlord-performance>.

5. Each social landlord is then responsible for publishing a report on their performance against the Scottish Social Housing Charter over the previous year for tenants and customers. This report has to be provided by October each year.

6. A new requirement introduced by SHR this year is for every social landlord to produce an annual Assurance Statement confirming compliance with the Charter standards and with statutory obligations, and on approval by committee/board, to submit this to SHR for consideration by 31<sup>st</sup> October each year.

7. The annual Assurance Statement:

- Requires a self-evaluation to be undertaken by each landlord looking at performance and the quality of services provided.
- Should be accompanied by an appropriate action plan, where any areas of non-compliance with standards are identified.

8. The SHR will use the information from the ARC as well as the Assurance Statement and their published Engagement Plan to determine the key areas of risk identified in the Local Scrutiny Plan for each Local Authority.

## REPORT

9. Data collection for the ARC allows the SHR to assess all landlords' ability to meet the outcomes set in the Scottish Social Housing Charter. The Scottish average refers to performance of all social landlords in Scotland including Councils and Housing Associations. The Scottish Council average refers to performance of Scottish Councils only.

10. Given that there are multiple indicators it is not possible to form a view as to performance of a landlord based upon one indicator alone.

11. In 2018/19 East Renfrewshire performed above average for Scottish Councils in approximately 70% of the indicators. East Renfrewshire also performed above the Scottish average for all landlords in key areas including maintaining its homes, completing adaptations and tenancies sustained.

12. The Annual Performance Report (Appendix 1) details the Council's performance and progress across key indicators, as outlined below in comparison to 2017/18:

- Rent Levels: East Renfrewshire Council house rents have increased from a historical low to allow us to invest in improvements to existing stock. Rent levels still remain £2 per week lower than the average rent for all landlords, but £2 per week higher than the Scottish Local Authority average.
- Rent Arrears. Although our rent arrears levels have increased from 2.9% to 3.5% as a percentage of rent due, this reflects the challenges associated with the introduction of Universal Credit. Rent arrears still remain below the average for Scottish Local Authorities and for all landlords.
- Tenant Satisfaction. Satisfaction is measured on key aspects of the housing service. We have improved our performance in relation to overall tenant satisfaction with the service (up from 81.6% to 84.8%); in keeping tenants informed (85.2% to 88.2%); and opportunities for tenants to participate (80.4% to 91.1%). These improvements reflect the work undertaken to strengthen and improve work on tenant and customer engagement.



- Quality and Maintenance of Homes. East Renfrewshire Council achieved the 2015 target for the Scottish Housing Quality Standard and continues to perform well above the Scottish average at 97.4%. The Scottish Government target to meet the Energy Efficiency Standard for Social Housing (EESH) in all homes by 2020 is much more of a challenge with 74.4% of our homes currently meeting this standard. Considerable focus is required to improve remaining homes, where possible, towards full compliance.
- Housing Maintenance. Housing Services is performing substantially better than the Scottish average in the delivery of our emergency and non-emergency repairs services. Our performance keeps us in the top quartile for all landlords. However, satisfaction with our repairs service has fallen slightly (from 86% to 85.5%) as has the satisfaction of new tenants with the standard of their home when moving in (88.5% to 83%).
- Neighbourhoods. East Renfrewshire Council continues to perform well above average in relation to the percentage of tenants sustaining their homes successfully for more than a year. Increases in performance (from 91.9% to 95.7%) set us well above the Scottish average of 88.7%. The percentage of homeless households sustaining their tenancy is also above average (93.3% compared to 87.8%) for all landlords and this is an improvement of 4% on 2017/18 performance. This reflects the housing support as well as the choice we provide to applicants.
- Access to Housing. Despite a high demand for housing in the authority our average length of time taken to relet properties remains significantly above the Scottish average of 32.8 days, despite an improvement in our performance (from 47.1 to 42.9 days on average from 2017/18 to 2018/19). Void rent loss has also increased as a result and at 1.4% rent lost sits above the Scottish average. Staff turnover and staff shortages have had an impact on performance and void management will remain an area of focus for improvement in the coming year.

13. In addition to the ARC return, the SHR also highlights other areas of concern through its Engagement Plan and this year will continue to focus on ensuring that the Council is able to ensure that emergency temporary accommodation being available at all times to those who require it. This will be the subject of a future Cabinet report.

14. The annual Assurance Statement (Appendix 2) outlines the Council's evidence based evaluation of the quality of our housing service against the Charter and our legal obligations.

15. The Assurance Statement highlights the key areas for improvement identified and an action plan which will be delivered in 2019/20 to address these. The outcomes of our evaluation reinforces that the quality of our service is good and reflects the performance information contained within the ARC.

16. To deliver on our vision to be "a modern, ambitious council creating a fairer future with all", we pledge to focus on:

- Ensuring we can provide temporary accommodation in all emergency homeless situations;
- Improving efficiency in our management of void properties and ensure the service provides value for money for the rent tenants pay.

## **FINANCE AND EFFICIENCY**

17. Housing Services must demonstrate annually that the service it provides meets the needs of its customers and provides value for money. The rent setting for next year is underway in consultation with tenants and will consider the balance to be found in keeping rents affordable whilst also ensuring we can make the necessary investment in people's homes.

18. The improvements identified in relation to the annual Assurance Statement will also contribute towards improving the efficiency of the service and reinforce that tenants' rents are both collected effectively and spent wisely.

## **CONSULTATION**

19. In line with the national publication of Charter results, East Renfrewshire Council is required to produce an annual performance report to tenants by October each year. The detail of our performance will be distributed to each tenant through our tenant's newsletter as well as making the full report available online and on request to other customers.

20. The details of the annual Assurance Statement and action plan will also be considered by our Registered Tenants Forum as part of their performance scrutiny and made available more widely with the annual Performance Report.

## **PARTNERSHIP WORKING**

21. Many of the services provided by East Renfrewshire Council's Housing Services are provided in partnership with internal and external bodies. Services continue to work together to demonstrate that the outcomes of the Charter are met. The outputs from these partnerships form a key part of our evaluation of service performance and quality. Key partners include:

- East Renfrewshire's Health & Social Care Partnership
- Our Corporate & Community Services Department

## **IMPLICATIONS OF THE PROPOSALS**

22. There are no implications associated with this report in terms of staffing, finance, property, legal, IT, equalities and sustainability.

## **CONCLUSIONS**

23. In approximately 70% of the performance indicators measured by the Scottish Social Housing Charter East Renfrewshire performs above the Scottish Council average.

24. East Renfrewshire also performed above the Scottish average for all landlords in key areas including maintaining its homes, completing adaptations and tenancies sustained.

25. Appendix 2 - Assurance Statement, addresses the areas required for improvement. The priority is focused on void property repairs and standards along with the provision of emergency homeless accommodation.

**RECOMMENDATIONS**

26. It is recommended that the Cabinet:

- (a) Note the performance for 2018/19 as outlined in the Annual Return on the Charter (ARC) submitted to SHR, and to be published via Housing Services Annual Performance Report detailed at Appendix 1; and
- (b) Approve the Annual Assurance Statement prepared by Housing Services self-evaluation detailing compliance with Charter standards and with our statutory obligations, as detailed at Appendix 2 for submission to SHR by 31<sup>st</sup> October 2019.

Director of Environment

Further details can be obtained from Phil Daws Head of Environment (Strategic Services) on 0141 577 3186.

Convener contact details

Councillor Danny Devlin  
(Convener for Housing and Maintenance Services)

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September 2019

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## Housing Services Annual Performance Review 2018/2019

This report highlights East Renfrewshire Council Housing Services performance over 2018/19, and identifies key strengths and areas in need of improvement. As our customer, it is important we keep you up to date about how we are performing and how we plan to improve the services we provide.

This report considers our performance against key performance indicators and measures.

Our new [Annual Assurance Statement](#) also sets out the key improvements we will make in the next year, based on a detailed evaluation of our service undertaken recently.

### How do we assess performance?

The Scottish Housing Regulator (SHR) is the independent regulator of Council and Housing Associations across Scotland. We must measure our performance against the SHR's Scottish Social Housing Charter (SSHC) standards each year - the standards of performance that all social landlords should aim to achieve and the outcomes that should be expected by tenants and customers. These standards are set for the range of housing services we provide.

We must also judge our performance against our key legal obligations – for example ensuring gas safety in our homes, allocating our homes in line with legislation and having a clear focus on equalities.

### Annual Assurance Statement

This year a new requirement has been placed on all Councils and Housing Associations to start producing an annual Assurance Statement. Each landlord is responsible for delivering good outcomes and services for its tenants and service users. Landlords need to be self-aware, analytical, open and honest about their performance and identify and drive improvement.

From 2019 landlords must prepare and publish an Annual Assurance Statement, to confirm to their tenants and to SHR that they are meeting regulatory requirements for local authorities and RSLs.

### About this Report

The detail of this shows how East Renfrewshire Council's Housing Services performs on average for 2018/2019, against all social landlords in Scotland, both Councils and Housing Associations, and specifically against other Scottish Councils. We also show a comparison with how we performed in the previous year.

Each section also sets out where we are doing well and where we need to improve, in line with our Annual Assurance Statement and more generally our Business Improvement Plan.

## Rents, Voids and Value for Money

At April 2019, East Renfrewshire Council own or manage 2958 homes across the area including 244 sheltered properties and 24 temporary and supported properties.

### Housing Stock

Area	Flat	House	Sheltered	Total
<b>BARRHEAD</b>	1066	388	43	1497
<b>NEILSTON</b>	250	138	28	416
<b>NEWTON MEARNS</b>	128	128	36	292
<b>BUSBY/ NETHERLEE/ CLARKSTON</b>	83	155	77	326
<b>THORNLIEBANK</b>	161	46		207
<b>EAGLESHAM</b>	53	76	24	153
<b>GIFFNOCK</b>	22		36	58
<b>UPLAWMOOR</b>		9		9
<b>Grand Total</b>	<b>1763</b>	<b>940</b>	<b>244</b>	<b>2958</b>

We have completed the construction of **23 new homes in Barrhead**. We also lost 4 properties through completing Right to Buy purchases by tenants.

We let 234 properties to homeless households; people on the council's waiting list; and existing tenants transferring home.

### Rents

Average Weekly Rent	2018/2019 East Renfrewshire Council	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
<b>All properties</b>	£76.50	£74.60	£78.23

East Renfrewshire Council rent levels are £2 lower than the Scottish landlord average rent.

Rent setting for 2020/21 onwards is underway in consultation with registered tenants' organisations and will balance the need to continue to invest in our homes with keeping rents affordable for tenants.

### Value for Money

The services we provide to you as your landlord are funded by the rent you pay. As a service we must ensure that we spend this money wisely and fairly.

Indicator	2017/2018 ERC Performance	2018/2019 ERC Performance	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
Gross rent arrears as a percentage of total rent due	5%	5.8%	6.9%	5.7%
Rent collected as a percentage of total rent due	98.9%	98.1%	98.7%	99.1%
Percentage satisfied that rent represents value for money	82.8%	87.04%	81.8%	83.2%



Rent arrears have increased slightly this year by 0.8%, and this is due to the impact of the introduction of Universal Credit. However rent arrears still remain in line with the Scottish average and well below the average for Councils.

We continue to engage with tenants at the earliest opportunity if they are experiencing difficulties paying their rent, to ensure issues are resolved as quickly as possible.

Through our biennial tenants survey in 2018 an increasing proportion of tenants have also told us that they are satisfied the rent we charge is Value for Money for the services they receive.

### Void Properties

Indicator	2017/2018 ERC Performance	2018/2019 ERC Performance	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
Average length of time to re-let properties	47.1 days	42.9 days	33.8 days	31.9 days
Percentage of tenancy offers refused	44.1%	51.4%	41.3%	35.9%
Percentage of rent due lost through empty properties	0.9%	1.35%	0.9%	0.9%
Percentage of new tenants satisfied with standard of home when moving in	88.5%	83%	83.2%	90.8%

— Our average time to re-let empty properties has decreased to 42.9 days; however our relet times remain significantly higher than other landlords across Scotland.

The amount of rent due which is lost through properties being empty has increased also to above the average. We are working hard to make improvements and this year will focus on ensuring our processes for managing voids are as efficient as possible and provide value for money to tenants.


Work will be undertaken to make void standards clearer for customers so that they know what they should expect when offered a property, and to understand the concerns they have. Satisfaction of new tenants with their home on moving in has gone down to 83%, and although it is still in line with the Council average, we will strive to bring this in line with the overall Scottish average.

Our Choice Based Lettings System only introduced in February 2019 is expected to reduce the number of offers refused this year, as applicants are provided with more choice.


## Repairs and Maintenance

We must work to ensure tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants given reasonable choices about when work is done.

Indicator	2017/2018 ERC Performance	2018/2019 ERC Performance	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
Average length of time taken to complete <b>emergency</b> repairs	<b>2.5 hours</b>	<b>2.3 hours</b>	<b>4.1 hours</b>	<b>3.7 hours</b>
Average length of time taken to complete <b>non-emergency</b> repairs	<b>4.8 days</b>	<b>5.2 days</b>	<b>7.5 days</b>	<b>6.6 days</b>
Percentage of reactive repairs completed 'Right First Time'	<b>95.4%</b>	<b>98.4%</b>	<b>92.8%</b>	<b>92.5%</b>
Percentage of repairs appointments kept	<b>97.6%</b>	<b>98.8%</b>	<b>96.3%</b>	<b>95.9%</b>
Percentage satisfied with repairs service	<b>86.0%</b>	<b>85.5%</b>	<b>90.6%</b>	<b>92.1%</b>

 Our repairs timescales continue to improve for both emergency and non-emergency jobs, and our performance remains significantly quicker than the Scottish council and overall average.

The number of repairs completed Right First Time is also above average, indicating our repairs process is efficient - both in identifying the correct repairs and responding to repairs which have been reported by tenants.

 Tenants' satisfaction with the repairs service has dipped slightly and remains lower than the overall average for Scottish Landlords.

We have identified a need to refresh and review our service standards in relation to our repairs service, with tenants and other customers. This work will be undertaken this year and will help us to make changes where requires to improve satisfaction with the service.

## Maintenance and Improvement works

Housing Services undertake a range of work to improve and invest in our homes to ensure they are in good condition now and for years to come.

Targets set by the Scottish Government - to achieve the Scottish Housing Quality Standard (SHQS) by 2015 and beyond and the Energy Efficiency Standard for Social Housing (ESSH) by 2020 - shape our investment alongside the priorities identified with our tenants.



Indicator	2017/2018 ERC Performance	2018/2019 ERC Performance	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
Percentage of existing tenants satisfied with quality of home	85.4%	86.5%	85.1%	88.1%
Percentage of annual gas safety checks carried out in all properties where this is required	100%	100%	100%	100%
% Properties meeting the SHQS – (housing quality target)	97.5%	97.4%	94.9%	94.2%
% Properties meeting the EESSH – (energy efficiency target)	72.2%	74.4%	87.6%	88.3%



Good progress has been made to meet the SHQS and maintain compliance with this standard each year since.

We continue to work on maintaining the level of compliance we have as major elements such as roofs, electrical wiring etc. come to the end of their lifespan. Our performance remains above average for landlords across Scotland.

The safety of our tenants remains paramount in ensuring that annual gas safety checks are carried out when required.



Our biggest challenge for the year ahead is in achieving EESSH compliance by 2020, which is aimed at improving energy efficiency in all Council and housing associations homes.


A proportion of properties will be unable to meet the standard and considered exemptions. However, our progress to date remains below the average for other landlords across Scotland in the proportion of our stock meeting EESSH.

Although we have improved slightly in levels of satisfaction of current tenants with their home - and are just above the average for Councils – we will continue to work with tenants to consider service standards and ways to improve satisfaction.

## Tenancy Sustainment

Satisfaction with the safety of and management of neighbourhoods - as well as making sure support is available to customers who need it - is the key to our tenants remaining in their homes happily and successfully. The help that people need can vary - from information and advice, physical aids and adaptations or increased support visits for vulnerable customers or to resolve neighbourhood issues.

Indicator	2017/2018 ERC Performance	2018/2019 ERC Performance	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
Percentage of all new tenants housed who were still in their tenancy 12 months later	91.9%	95.7%	89.1%	88.8%
Average time taken to complete medical adaptations	19.6 days	21.9 days	42.2 days	48.8 days


 We are substantially quicker than both the Scottish council and overall average to complete medical adaptations to properties, allowing residents to live in homes which suit their needs and remain at home as long as possible.

We continue to prioritise funding towards assisting those with particular needs, through our adaptation of existing homes as well as the types of homes we are delivering through our Council House New Build Programme.

Tenancy sustainment has increased since last year with 95.7% of people housed in the previous year remaining in their tenancy beyond 12 months. This is significantly above the Scottish Average and reflects the support we offer to tenants through our new tenant journey process.

## Estate Management and Anti-Social Behaviour

Indicator	2017/2018 ERC Performance	2018/2019 ERC Performance	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
Percentage satisfied with management of neighbourhood	86.6%	88.9%	83.6%	87.1%
Percentage of anti-social behaviour cases resolved within locally agreed targets	99.2%	99.3%	87.4%	87.9%


 The number of anti-social behaviour cases resolved within our locally agreed targets remains consistently high, substantially quicker than the Scottish average.

Satisfaction with management of neighbourhoods also remains above the Scottish average. However in striving to continually improve we have identified a need to refresh and review our estate management standards, in conjunction with tenants and other customers.


## Housing Options and Access to Housing

We work to ensure people looking for housing find it easy to apply for available housing and get the information they need on how the landlord allocates homes and their prospects.

Indicator	2017/2018 ERC Performance	2018/2019 ERC Performance	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
Percentage of lettable houses that became vacant in the year	8.9%	9.2%	8.4%	8.7%

 Introduction of our **Homeseeker** Choice Based Lettings service is providing more choice to applicants waiting on rehousing, to bid for the homes that they are interested in. It also allows customers to see the homes that are available through our weekly adverts.

We have delivered 23 new council homes in Barrhead at April 2019 - catering for families, single people and amenity housing for older people – and increasing choice for tenants and other seeking rehousing.


 The number of properties becoming vacant each year is above average; however we expect movement through transfers of existing tenants to new build homes will continue to impact on this.


We have identified the need to more regularly review and communicate on waiting list applications to promote housing options. More work will be undertaken this year to gather customer feedback on our service and to develop the range of housing options available.

## Homelessness and Temporary Accommodation

We have a duty to meet the needs of households who are facing homelessness through provision of suitable temporary and permanent accommodation, advice and support.

Indicator	2017/2018 ERC Performance	2018/2019 ERC Performance	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
Percentage of households needing temporary accommodation to whom an offer was made	100%	99.37%	90.64%	-
Percentage satisfied with the quality of temporary accommodation	100%	94.83%	88.5%	-

 Our performance in terms of providing temporary accommodation and levels of satisfaction with it remains high, and above the Scottish Council average.

 We have identified a need to review and refresh our homelessness procedures to ensure ongoing compliance with national standards and changes in policy. We will also work to ensure emergency accommodation is available at all times to those requiring it.

## Overall Satisfaction and Engagement


We must measure satisfaction of tenants and customers with the services we provide, and how we keep tenants informed. This also means allowing an opportunity to influence how our services are delivered.

We must also make sure tenants and other customers find it easy to participate and influence decisions about our landlord service.

We undertake a large scale satisfaction survey every 2 years as per the SSHC guidance with further supplementary surveys carried out locally across our service, giving tenants the opportunity to tell us what they think.


Our biennial tenant satisfaction survey was completed in summer 2018 and provided us with updated results on customer satisfaction.

Indicator	2017/2018 ERC Performance	2018/2019 ERC Performance	2018/2019 Scottish Council Average	2018/2019 Overall Scottish Average
Percentage satisfied with overall service	81.6%	84.8%	85.7%	90.1%
Percentage satisfied with keeping tenants informed	85.2%	88.2%	85.5%	91.6%
Percentage satisfied with opportunities to participate	80.4%	91.1%	80.4%	86.5%

 We remain higher than the Scottish council average for keeping tenants informed, though slightly below Scottish average. However this is an improvement of 3% on the previous survey.

In providing opportunities to participate for tenants and customers we have seen an 11% improvement on the previous survey results, and now sit above average for other Councils and all landlords across Scotland.

This reflects the work we have undertaken in the last couple of years to build on tenant representatives feedback about the quality of our engagement with them, and to look at new ways of involving a wider group of interested tenants.

 Overall Satisfaction with the service has improved by 3%; however it still sits just below the overall Scottish average.

We will continue to push for improvements across the business deliver an increased level of satisfaction across our Landlord service.

## East Renfrewshire Council (Housing Services)



### Annual Assurance Report 2019

#### Our Annual Assurance Statement

✓ We comply with our legal obligations, and the regulatory requirements set out in Chapter 3 of the Scottish Housing Regulator's Framework. However additional work is required in the areas set out below to ensure a more satisfactory level of performance.

#### We:

➤ Pledge to address the following, in relation to the Scottish Social Housing Charter standards for tenants, people who are homeless and others who use our services:

- ! Void Management & Maintenance
- Improving efficiency and Value for Money

➤ Pledge to address the following, in relation to our legal obligations concerning housing and homelessness, equality and human rights, and tenant and resident safety:

- ! Homeless Temporary Accommodation
- Ensuring accommodation is always available in emergency homeless situations.

We have seen and considered sufficient evidence to give us this assurance.

As such, this statement has been approved at the meeting of our Cabinet on 24th October 2019.

Signed: (Convenor)



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**Assurance Statement 2019 – Improvement Plan**

<b>Compliance Issue</b>	<b>Service Area</b>	<b>What we need to address</b>	<b>When will we do it?</b>	<b>Who is responsible?</b>
Legal Obligations	Homeless Temporary Accommodation	<p>We need to ensure accommodation is always available in emergency homeless situations.</p> <p><b>We will do this by reviewing our temporary homeless accommodation provision, in line with the commitments made in our Rapid Rehousing Transition Plan.</b></p>	By March 2020	Senior Housing Manager
Meeting Charter Standards	Void Management	<p>We need to make sure our void management process is as efficient and customer focused as possible and continues to provide Value for Money.</p> <p><b>We will do this by considering elements of the void process where efficiency can be improved, and in particular using IT system improvements.</b></p>	By March 2020	Senior Housing Manager

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EAST RENFREWSHIRE COUNCILCABINET24 October 2019Report by Director of EnvironmentSTRATEGIC HOUSING INVESTMENT PLAN 2020 – 2025 AND COUNCIL NEW BUILD PROGRAMME**PURPOSE OF REPORT**

1. The purpose of the report is to (i) seek approval for the proposed Strategic Housing Investment Plan 2020/21–2024/25 and for its submission to the Scottish Government and (ii) update the Cabinet on the Council's New Build Housing Programme.

**RECOMMENDATIONS**

2. The Cabinet is asked to:
- (a) Approve the East Renfrewshire Strategic Housing Investment Plan 2020/21–2024/25 for submission to the Scottish Government;
  - (b) Note that a further report will be submitted to the Cabinet in relation to the resulting Strategic Local Programme Agreement with Scottish Government which will confirm the programme of housing projects to be funded locally over the next 2 years; and
  - (c) Note progress made to date with the Council House New Build Programme, the proposals for future developments and the significant challenges in delivery.

**BACKGROUND**

3. The Scottish Government's Affordable Housing Supply Programme (AHSP) aims to deliver 50,000 affordable homes by 2021.

4. In May 2018 the Housing Minister announced an AHSP allocation of £756m to councils for 2018/19. These figures were updated by the Scottish Government in April 2019, revising the available funding for the remaining years of the current AHSP, which has resulted in increased funding available for ERC.

5. AHSP funding is distributed to councils through Resource Planning Assumptions (RPAs). Details of anticipated AHSP funding for East Renfrewshire is set out in the table below:

**Summary of Anticipated AHSP Funding**

	2018/19	2019/20	2020/21	TOTAL
<b>RPAs (announced April 2019)</b>	5.579m	6.346m	6.732m	<b>£18.657m</b>

(2018/19 figure shown for comparison purposes)

6. The Scottish Government requires Councils to supplement their Local Housing Strategy with an annual review of the Strategic Housing Investment Plan (SHIP) setting out their affordable housing priorities for the next 5 years.

7. The SHIP is a 5 year plan, which takes us beyond the RPA announced in 2019. However, Scottish Government guidance advises that councils should plan for funding to continue at the 2019 AHSP funding level.

8. East Renfrewshire's SHIP identifies land, public subsidy and available resources that will be used to address affordable housing need in the Council area and drives allocation of the AHSP funding.

9. Members may wish to note that subsidy levels for Council house building differ for local authorities and for registered social landlords (RSLs). Councils receive a *basic* subsidy of £57,000 irrespective of the size of the property. RSLs receive a subsidy of £70,000 (based on a 3 person equivalent property) which will vary depending on the size of property being built.

10. In ERC's New Build Programme all homes are built to the 'greener standard' which attracts an enhanced subsidy of £59,000 per property. Registered Social Landlord (RSL) projects included in the SHIP are expected to meet this standard, attracting a subsidy of £72,000 per property on average. The SHIP funding assumptions takes this into account.

11. Preparations are underway for the Council to purchase 50 properties from the open market, in particular in the Eastwood area, to supplement new build projects. These purchases, known as 'Rental off the Shelf' (ROTS) will not add to the overall housing supply in East Renfrewshire but will add to the Social Rented Stock. These house purchases attract a subsidy from the Scottish Government, through the SHIP, of 50% of the purchase price, up to a maximum of £50,000 per purchase.

12. In addition to RPA funds received through the AHSP, the Council can also subsidise the building of affordable homes through finance raised from commuted sums and second home Council tax discounts.

13. In 2018/19 financial year, the Council completed 2 new developments in Robertson Street and Fenwick Drive, building:

- 4 semi-detached (3 bed) family homes and 9 amenity (1 bed) flats, including 1 fully adapted wheelchair flat, in Robertson Street; and
- 4 terraced family (3 bed) homes and 6 'own door' flats (1 bed) in Fenwick Drive.

14. During the 2019/20 financial year the Council will complete another new affordable housing project at Blackbyres Court, Barrhead. This will see 22 new homes being built, with 6 one bed flats and 16 three bedroom homes (one of which was adapted to accommodate a wheelchair user). Released in 4 phases, all homes are expected to be let by the beginning of October 2019. These three sites were particularly difficult to develop due to spatial constraints and required considerable planning and collaboration between Roads Services, Planning and Housing. In addition site remedial works such as requirements for decontamination, additional drainage and the creation of retaining walls were required. This added significant but unavoidable delays to the project.

## REPORT

### Strategic Housing Investment Programme (SHIP)

15. The proposed SHIP details our approach to prioritising projects, which focuses on:
- The delivery of social rented homes (including Council New Build);
  - Proposals for affordable housing to meet a range of needs, including smaller and family homes, and those suitable for the elderly and disabled;
  - Developments with the greatest certainty over timing and deliverability.
16. The proposed SHIP could deliver affordable homes from 2020/21 to 2024/25 as follows:
- 561 units of social rented housing.
  - 50 'Rent off the Shelf' purchases across the 5 year period.
  - A number of affordable properties for sale are also expected, but will largely be delivered through developer contributions (and without subsidy).
  - Approximately 10% of the new units programmed are expected to be suitable for particular needs (e.g. for wheelchair users, older people, etc) or adaptable to meet changing needs.
17. The SHIP 2020/21 to 2024/25 programme tables are attached at Appendix 1.
18. The proposed programme supports the delivery of the Community Planning Partnership's priorities outlined in the Local Outcome Improvement Plan. It also reflects the strategic housing priorities detailed in the Local Housing Strategy 2017-2022.
19. Following submission of our SHIP programme, the Scottish Government will use the details to prepare a Strategic Local Programme Agreement (SLPA), setting out the agreed programme of housing projects to be funded in East Renfrewshire through the AHSP over the next 3 years. The SLPA will be brought forward for Cabinet consideration in due course.
20. To help meet need and demand across the council area, the SHIP is intentionally weighted to building in the Eastwood area, with proposals to build approximately 299 social rented homes in Eastwood with the balancing 263 homes being built in Levern Valley.
21. Across the 5 years of the SHIP, the Council is planning to build approximately 248 new social rented homes in East Renfrewshire; RSLs plan to build approximately 207 new social rented homes; and there are 4 potential development sites identified where development partners are yet to be confirmed. Early investigation of these sites suggest space for up to 107 more social rented homes to be built.
22. The ROTS plans are also weighted to purchasing homes primarily in Eastwood, which will provide a further 50 homes across the Council area in the 5 years of the SHIP. Some purchases in Levern Valley should be expected to meet identified needs for specific types of housing.
23. The Council has over-committed funding in the SHIP by 25% to meet the Scottish Government minimum 'slippage factor' against each year's RPA. The requirement ensures the Council's allocation will still be spent if some of the planned projects stall. The SHIP tables at Appendix 1 include a number of projects beyond the RPA provision to provide this slippage.

24. Members should be aware that the SHIP Programme is heavily reliant on the private sector bringing forward developments, presenting an element of risk in delivery timescales which may result in uncommitted resources being redistributed by the Scottish Government. However, the partnership approach taken in the Barrhead South, North and Maidenhill development masterplan areas includes planned phasing of sites and firmer agreement on the affordable housing element to be delivered, improving certainty for these projects in the SHIP.
25. Whilst some of the sites in the SHIP are owned by the Council, some are brownfield sites, where significant abnormal works costs may be incurred on these sites. This has to be factored into the calculations when assessing if a proposed development is viable. As noted at paragraph 14 this resulted in some of the sites taking longer to develop than would be taken for a “cleaner” site.
26. In the Maidenhill masterplan area, the first site to be developed for Council housing, will deliver 39 social rented properties in partnership with Taylor Wimpey on the largest development site. This site is expected to break ground in early 2020. Properties will be acquired by ERC in a phased handover, with the last properties expected to be handed over in Spring 2021. Taylor Wimpey then plan to develop two further sites delivering approximately 43 social rented homes with a planning application expected in early 2020.
27. CALA Homes has also identified 3 sites for affordable housing on the large Maidenhill site. The 3 sites are earmarked for council house building and are expected to deliver approximately 100 homes.
28. There are a further 3 development sites in the wider Maidenhill masterplan area which will be taken forward by developers in partnership with Housing Associations. Members should be aware that significant development on these sites was restricted until the completion of the Maidenhill Primary School in order to ensure that the education estate was not compromised.
29. The Barrhead North Masterplan sites are currently being developed by ERC and Barrhead Housing Association (BHA), with some sites still to be allocated to a developer.
30. The Barrhead South Masterplan sites are being developed by ERC, BHA and Cube Housing Association (Cube HA), with some sites still to be allocated to a developer. With 12 new homes already delivered by Cube, the next development expected to complete in the Barrhead South Masterplan is the Council’s Balgraystone Road development of 47 new social rented homes due in 2020/21. Again the council house building programme was delayed due to the need to ensure the appropriate infrastructure such as roads were present. The provision of this infrastructure was a significant project involving multiple external agencies and partners.
31. To assist with all aspects of managing the increasing number of developments in East Renfrewshire, the Council have expanded the Council House New Build Team and employed a new member of staff to assist the Senior Development Officer who is leading the project.
32. ERC are also currently reviewing the HRA Business Plan with a view to extending the Council House new build programme. Depending on land availability and other relevant factors, the Council are exploring an extension to the current programme for 240 new council houses to deliver 360 new council houses. Further details will be provided to the Cabinet in the New Year.

## **FINANCE AND EFFICIENCY**

33. In addition to RPA funds received via the AHSP, East Renfrewshire's Affordable Housing 'Pot', i.e. commuted sums and Council tax discounts, has also been fully committed to support the SHIP programme. This equates to more than £1.8m over the 5-year period with potential for additional contributions being received over this period. As additional receipts are collected consideration will be given to how these can support delivery of SHIP projects.

## **CONSULTATION**

34. Consultation on the SHIP programme content was carried out with stakeholders, including local Housing Associations and Health and Social Care Partnership (HSCP). Comments received have been reflected in the finalised draft.

35. Consultation responses recommended working with Scottish Government to assure funding for the entire SHIP including exploration of the infrastructure fund; ensure robust demand information is available to direct resources effectively more effectively; collaborative working with partners; sharing knowledge, success and lessons learned; and promoting heavily social rented properties as a positive choice for the wider rental market in East Renfrewshire.

## **PARTNERSHIP WORKING**

36. The SHIP includes a number of sites where the delivery partner (Council or Housing Association) has still to be confirmed. Expressions of interest have been invited for these sites and discussions are ongoing to identify the most suitable partner to take these forward in relation to locale, scale and the size and type of housing required in that area.

## **IMPLICATIONS OF THE PROPOSALS**

37. The equality and sustainability implications associated with the SHIP programme are addressed in the relevant Equality Impact and Strategic Environmental Assessment reports undertaken for the Local Housing Strategy 2017-22 and Local Development Plan.

## **CONCLUSIONS**

38. The proposed SHIP details how the council intends to spend its Resource Planning Allocation from the Scottish Government. Demand for new social rented housing, especially new council housing, continues to exceed supply. To address this the council has agreed an ambitious plan to build 240 new council houses and is currently in the process of reviewing it business plan with a stated aim of increasing this target to 360. The need to identify available sites is an on ongoing challenge and to assist with this additional staffing resources have been made available. However the private ownership of a number of sites means that development timescales cannot always be controlled by the council

**RECOMMENDATIONS**

39. The Cabinet is asked to:

- (a) Approve the East Renfrewshire Strategic Housing Investment Plan 2020/21–2024/25 for submission to Scottish Government;
- (b) Note that a further report will be submitted to the Cabinet in relation to the resulting Strategic Local Programme Agreement with Scottish Government, which will confirm the programme of housing projects to be funded locally over the next 2 years; and
- (c) Note progress made to date with the Council House New Build Programme, the proposals for future developments and the significant challenges in delivery.

Director of Environment

Further details can be obtained from Phil Daws, Head of Environment (Strategic Services), 0141 577 3186.

Convener contact details

Councillor Danny Devlin  
(Convener for Housing and Maintenance Services)

Home: 0141 580 0288  
Office: 0141 577 3107/8

September 2019

## Appendix 1 - SHIP Tables 2020/21 to 2024/25

PROJECT	DEVELOPER	UNITS TENURE						Estimated Grant	SG
		Social Rent	2020/21	2021/22	2022/23	2023/24	2024/25		
Balgraystone Road, Barrhead	East Renfrewshire Council	47	2.773	0.000	0.000	0.000	0.000	2.773	
Barrhead Road, Newton Mearns	East Renfrewshire Council	18	0.962	0.000	0.000	0.000	0.000	0.962	
Maidenhill Area A1 (CALA)	East Renfrewshire Council	48	0.000	1.416	1.416	0.000	0.000	2.832	
Maidenhill Area A2 (CALA)	East Renfrewshire Council	34	0.000	1.003	1.003	0.000	0.000	2.006	
Maidenhill Area A3 (CALA)	East Renfrewshire Council	18	0.000	0.000	0.531	0.531	0.000	1.062	
Maidenhill Area A4 Taylor Wimpey	East Renfrewshire Council	22	0.000	0.000	0.000	0.200	1.098	1.298	
Maidenhill Area A5 Taylor Wimpey	East Renfrewshire Council	21	0.000	0.000	0.000	1.239	0.000	1.239	
Maidenhill Area A6 Taylor Wimpey	East Renfrewshire Council	39	1.888	0.413	0.000	0.000	0.000	2.301	
Walton Street, Barrhead	Barrhead HA	23	0.000	1.700	0.000	0.000	0.000	1.700	
Fereneze Inn, Barrhead	Barrhead HA	12	0.900	0.000	0.000	0.000	0.000	0.900	
Barrhead South, Lyoncross, Avant	Barrhead HA	12	0.864	0.000	0.000	0.000	0.000	0.864	

Dealston Road, Barrhead	<b>Barrhead HA</b>	8	0.650	0.000	0.000	0.000	0.000	<b>0.650</b>
Barrhead South, Netherton Farm Wallaceland	<b>Barrhead HA</b>	25	1.988	0.000	0.000	0.000	0.000	<b>1.988</b>
Blackbyres/ Grahamston Road, Barrhead (Bellway)	<b>Barrhead HA</b>	10	0.813	0.000	0.000	0.000	0.000	<b>0.813</b>
Chappelfield, Barrhead	<b>Barrhead HA</b>	25	0.000	0.000	2.000	0.000	0.000	<b>2.000</b>
Maidenhill - Malletsheugh Farm, Barratt Homes	<b>Sanctuary HA</b>	42	0.500	1.978	0.000	0.000	0.000	<b>2.478</b>
Maidenhill - Cherrybank Phase 1 McTaggart and Mickel	<b>Link HA</b>	10	0.300	0.000	0.000	0.000	0.000	<b>0.300</b>
Maidenhill - Cherrybank Phase 2 McTaggart and Mickel	<b>Link HA</b>	22	0.000	0.437	0.000	0.000	0.000	<b>0.437</b>
Kirkton Road, Neilston, Dawn Homes	<b>Link HA</b>	18	0.832	0.000	1.368	0.000	0.000	<b>2.200</b>
Barrhead South Masterplan, Springfield Road	<b>TBC</b>	46	0.000	0.000	2.000	1.600	0.000	<b>3.600</b>
Barrhead North Masterplan, Shanks Park, Crudens	<b>TBC</b>	36	0.000	0.000	0.250	2.342	0.000	<b>2.592</b>
Drumby Crescent, Clarkston	<b>TBC</b>	8	0.000	0.472	0.000	0.000	0.000	<b>0.472</b>
Maidenhill- Malletsheugh Inn- Developer still to be confirmed	<b>TBC</b>	17	0.000	0.000	0.200	0.974	0.000	<b>1.174</b>
Rental off the Shelf (ROTS) purchases	<b>East Renfrewshire Council</b>	50	0.500	0.500	0.500	0.500	0.500	<b>2.500</b>
Total		<b>611</b>	<b>12.820</b>	<b>7.419</b>	<b>8.768</b>	<b>6.886</b>	<b>1.098</b>	<b>36.991</b>



EAST RENFREWSHIRE COUNCILCABINET24 October 2019Report by the Director of EnvironmentWRITE – OFF OF IRRECOVERABLE FORMER TENANT RENT AND COURT EXPENSES**PURPOSE OF REPORT**

1. The purpose of this report is to seek approval to write off former tenant rental debt and court expenses that cannot be recovered through the debt collection process. There is already bad debt provision within the relevant revenue accounts to cover this eventuality

**RECOMMENDATIONS**

2. It is recommended that the Cabinet:
- (a) Approves the write-off sum up to the value of £54,316.90 of former tenant irrecoverable rents and court expenses whilst acknowledging these can be pursued and recovered in future should additional information and opportunities arise;
  - (b) Notes that £36765.81 of this amount is written off against the Housing Revenue Account (HRA) and the remaining £17551.09 is written off against the Non HRA as this was accrued by homeless households placed in temporary accommodation; and
  - (c) Note that the write-off of these historic unrecoverable debts will have no net impact on the council's accounts as provision has been made for the debt, in full, in previous years.

**BACKGROUND**

3. On 26<sup>th</sup> January 2017, the Cabinet approved a new Rent Arrears policy. The new policy was developed by assessing and comparing other practices across Scottish Local Authorities. The new policy allows for debt to be written off under the following circumstances:

- Debts over 2 years considered for write off, where debt recovery processes have been exhausted (previously 5 years)
- Small balances under £75 written off (previously £20)
- Debtor is deceased and has left no estate
- Debtor is in care of nursing home and there is no likelihood of debt being settled

4. The policy allows for the “write off” process to be carried out twice a year instead of annually as was the case previously.

5. The policy also ensures the Council can target recoverable arrears, use resources more effectively and write off irrecoverable debt in a more efficient manner.

6. The Council's Internal Audit Team have requested that rent accounts where tenants have been "sequestrated" now be included in the irrecoverable report to ensure that all "written off" debt is approved by Cabinet.

## REPORT

7. A breakdown of the proposed "write-off" amount for the HRA is as follows:

Category	Rents	Court Expenses	Total
Debtor deceased with no estate	5195.28	0.00	5195.28
Debt collection process Exhausted	23901.27	0.00	23901.27
Debtor in care of nursing home	0	0.00	0
Small balances under £75 where recovery costs exceed amount due	645.26	0.00	645.26
Sequestrated	7024.00	0.00	7024
<b>Total</b>	<b>36765.81</b>	<b>0.00</b>	<b>36765.81</b>

8. A significant area of HRA "write off" occurs when the Council has exhausted the debt collection process. This consists mainly of rent arrears and court expenses of former tenants. The Council has a thorough process to address arrears for current tenants and this performance has improved significantly in the previous two years. However, the ability to recover this debt becomes more difficult once the tenancy has ended.

9. In addition to rigorously engaging with and pursuing former tenants who owe a debt to the Council following the end of their tenancy, procedures have been reviewed to promote a culture of prevention and early intervention.

10. This involves the provision of appropriate advice and support to tenants who are in the process of terminating their tenancy, making it clear what their anticipated final charges would be and encouraging early payment and settlement.

11. A breakdown of the proposed "write off" amount for Non HRA is as follows:

Category	Rents	Court Expenses	Total
Debtor deceased with no estate	0.00	0.00	0.00
Debt Collection process Exhausted	17551.09	0.00	17551.09
Debtor in care of nursing home	0.00	0.00	0.00

Small balances under £75 where recovery costs exceed amount due	0.00	0.00	0.00
Sequestered	0.00	0.00	0.00
<b>Total</b>	<b>17551.09</b>	<b>0.00</b>	<b>17551.09</b>

12. The Non HRA debt to be written off occurs when the Council has exhausted the debt collection process. This consists of rent arrears and court expenses for households who have occupied homeless temporary accommodation.

13. Scottish housing legislation does not permit Local Authorities to refuse services to homeless households when they owe debt to the Council. However, any household that seeks housing via the general waiting list must sustain payment arrangement for any housing debt owed to the council before an offer of accommodation will be made.

## FINANCE AND EFFICIENCY

14. In the current year around £11.5m of rent, net of benefits payments, is due to be received from tenants. The sum recommended for write off now represents around 0.65% of this total and can be met from existing bad debt provisions. Last year the Cabinet approved write offs totalling, £124, 379.78 for the full year.

## CONSULTATION

15. The new policy was developed in consultation with the Environment Departments Accountancy Business Partner to ensure there were no detrimental effects on the HRA and non HRA accounts.

## PARTNERSHIP WORKING

16. No partnership working was required in the development and preparation of this report.

## IMPLICATIONS OF THE PROPOSALS

17. This report does not have any implications in terms of property, staffing, equalities, or sustainability.

## CONCLUSIONS

18. The rent arrears policy and procedures are designed to ensure pro-active measures are taken to prevent current arrears from occurring and also to ensure that former arrears can be tackled.

19. The “write-off” process is designed to ensure that resources are targeted effectively to address the arrears that can be recovered. Once written off the debt can still be pursued if required.

**RECOMMENDATIONS**

20. It is recommended that the Cabinet approves:

- (a) Approves the write-off sum up to the value of £54,316.90 of former tenant irrecoverable rents and court expenses whilst acknowledging these can be pursued and recovered in future should additional information and opportunities arise;
- (b) Notes that £36765.81 of this amount is written off against the Housing Revenue Account (HRA) and the remaining £17551.09 is written off against the Non HRA as this was accrued by homeless households placed in temporary accommodation; and
- (c) Note that the write-off of these historic unrecoverable debts will have no net impact on the council’s accounts as provision has been made for the debt, in full, in previous years.

Director of Environment

Further details can be obtained from Phil Daws, Head of Environment (Strategic Services), 0141 577 3186.

Convener contact details

Councillor Danny Devlin  
(Convener for Housing and Maintenance Services)

Home: 0141 580 0288  
Office: 0141 577 3107/8

September 2019

EAST RENFREWSHIRE COUNCILCABINET24 October 2019Report by the Chief Officer – Legal and ProcurementREGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000**PURPOSE OF REPORT**

1. To seek Cabinet approval to the amendment of the Council's Procedure on Covert Surveillance to reflect the addition of a further authorising officer.
2. To report on surveillance activity undertaken by the Council during the period 2017-19

**RECOMMENDATION**

3. Cabinet are asked to
  - i) note the use of directed surveillance and Covert Human Intelligence Sources (CHIS) during the period 2017 -19
  - ii) Approve the revised Procedure on Covert Surveillance attached at Appendix 1

**BACKGROUND**

4. The Regulation of Investigatory Powers (Scotland) Act 2000 (referred to as RIPSAs) came into effect on 2 October 2000.
5. The purpose of RIPSAs is to ensure that public authorities make only lawful use of directed surveillance and covert human intelligence sources (which together are referred to as covert surveillance in this Report). The Act regulates these activities by requiring that surveillance operations be justified and authorised by a Senior Officer of the Authority.
6. The Act established the Office of Surveillance Commissioners as part of the regulatory framework. The Commissioners carry out regular inspections of all public bodies who carry out covert surveillance in terms of the Act and make various recommendations in relation to the procedures adopted by these bodies

**CHANGES TO COUNCIL PROCEDURE**

7. East Renfrewshire Council has been inspected five times since the introduction of the Act. All of the inspection reports found that the Council was complying with its obligations under the Act, but made certain recommendations regarding the Council's

approved Procedure. These recommendations have been incorporated into the Procedure previously approved by Cabinet. In light of staffing changes it is now however considered prudent to add a further authorising officer to the list of those able to fulfil this function so as to ensure adequate availability and minimise delay to planned surveillance activities.

8. In terms of the The Regulation of Investigatory Powers (Prescription of Offices, etc. and Specification of Public Authorities) (Scotland) Order 2010, authorising officers within local authorities require to be in a post at Assistant Head of Service or Investigation Manager level or above. The Data and Information Manager satisfies this criteria reporting directly to the Head of Communities, Revenues and Change. The revised procedure is attached as Appendix 1 and reflects this proposed change in paragraph 7.3. Training will be provided to the Data and Information manager on the requirements of the role. This training has been tentatively scheduled for late October/early November 2019 and he will not authorise surveillance until that training has been undertaken.

## USE OF RIPSA

9. Use of directed surveillance and CHIS during the preceding 3 year period has been as follows:

2017	1 application for authorisation – covering 2 individuals
2018	1 application for authorisation – covering 18 individuals
2019 (to date)	2 applications for authorisation – covering 12 individuals

These figures illustrate an upward trend in the use of direct surveillance from the previous three year period which is accounted for by the involvement of Trading Standards Scotland (TSS) (who are delegated as East Renfrewshire Council officers for trading standards purposes) in focussed national operations around the online sale of counterfeit goods. Council departments generally make minimal use of covert surveillance, preferring an approach of overt warning to deter individuals from behaviours that might otherwise warrant monitoring.

During the above period, no authorisations have been sought for the use of a covert human intelligence source (CHIS). This is not unexpected as the main focus of the TSS work is to make test purchases to verify the counterfeit nature of the goods sold. The process of buying does not of itself create a relationship between the officer and the seller requiring them to act as a CHIS.

## FINANCIAL IMPLICATIONS

10. There are no direct financial implications arising from this report.

**RECOMMENDATION**

11. Cabinet are asked to
- iii) note the use of directed surveillance and Covert Human Intelligence Sources during the period 2017-19
  - iv) Approve the revised Procedure on Covert Surveillance attached at Appendix 1

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***REGULATION OF INVESTIGATORY POWERS  
(SCOTLAND) ACT 2000***

**PROCEDURE ON COVERT SURVEILLANCE**

Version 6  
September 2019

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## **EAST RENFREWSHIRE COUNCIL**

### **REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000**

#### **PROCEDURE ON COVERT SURVEILLANCE**

##### **1. INTRODUCTION**

1.1 In some circumstances, it may be necessary for council employees, in the course of their duties, to make observations of a person or persons in a covert manner (i.e. without that person's knowledge), or to instruct third parties to do so on the Council's behalf. By their nature, actions of this sort are potentially intrusive (in the ordinary sense of the word) and may give rise to legal challenge as a potential breach of Article 8 of the European Convention on Human Rights and the Human Rights Act 1998 ('the right to respect for private and family life').

1.2 The Regulation of Investigatory Powers Act (2000) ("RIPA") and the Regulation of Investigatory Powers (Scotland) Act (2000 ("RIPSA") together provide a legal framework for authorising covert surveillance by public authorities and an independent inspection regime to monitor these activities within the United Kingdom.

1.3 The Chief Officer (Legal & Procurement) has overall responsibility within East Renfrewshire Council for monitoring compliance with the provisions of the Regulation of Investigatory Powers (Scotland) Act 2000 and shall keep the Central Register.

##### **2. OBJECTIVE**

2.1 The objective of this procedure is to ensure that all covert surveillance by council employees is carried out effectively, while remaining in accordance with other Council procedures and the law. This procedure should be read in conjunction with the relevant legislation, the Scottish Government's Codes of Practice on Covert Surveillance and Property Interference and Covert Human Intelligence Sources ('the Codes of Practice') and any guidance which the Office of Surveillance Commissioners may issue from time to time (currently the OSC Procedures and Guidance Document 2016).

2.2 If the procedures outlined in this document are not followed, any evidence acquired may not have been acquired lawfully. Such evidence may not be admissible in court, and in respect of criminal proceedings, the Procurator Fiscal may decide not to prosecute on the basis of evidence unlawfully obtained. Also, the Council may be exposed to legal challenge.

### **3. PUBLICITY**

3.1 Copies of this Policy and of the Codes of Practice are available for inspection by any person at the Council Headquarters, Eastwood Park, Giffnock and on the Council's web site.

### **4. COMPLAINTS TO THE INVESTIGATORY POWERS TRIBUNAL**

4.1 Any person who is aggrieved by any conduct which falls within the scope of this procedure, and which has taken place in relation to that person or to any property of that person and has taken place in challengeable circumstances, is entitled to complain to the Tribunal at the following address:-

**Investigatory Powers Tribunal,  
PO Box 33220,  
LONDON  
SW1H 9ZQ**

### **5. SCOPE OF THE PROCEDURE**

5.1 Subject to the exceptions identified in paragraph 5.2 below, this procedure applies in all cases where directed surveillance or the use of a covert human intelligence source is being planned or carried out.

(a) Directed surveillance is defined as "covert surveillance that is not intrusive but is carried out in relation to a specific investigation or operation in such a manner as is likely to result in the obtaining of private information about any person" [Scottish Government Code of Practice on Covert Surveillance and Property Interference 2017, para 2.4]

(b) A Covert Human Intelligence Source (CHIS) is defined as a person who establishes or maintains a personal or other relationship with another person for the covert purpose of facilitating anything that:

- (i) covertly uses such a relationship to obtain information or to provide access to any information to another person; or
- (ii) covertly discloses information obtained by the use of such a relationship or as a consequence of the existence of such a relationship.

5.2 This procedure does not apply to:-

- any disciplinary investigation or any activity involving the surveillance of employees of the Council, unless such surveillance directly relates to a regulatory function of the Council.
- ad-hoc covert observations that do not involve the systematic surveillance of specific person(s).
- observations that are not carried out covertly, or unplanned observations made as an immediate response to events.
- closed Circuit Television (CCTV) installations where there is a reasonable expectation that members of the public are aware that an installation is in place (overt surveillance). Normally this would be demonstrated by signs alerting the public to the CCTV cameras.

5.3 In cases of doubt as to whether the procedure is applicable, the authorisation procedures described below should however be followed.

## 6. PRINCIPLES OF SURVEILLANCE

6.1 In applying for and granting authorisations for covert surveillance, and in planning and carrying out such surveillance, East Renfrewshire Council employees shall at all times comply with the following principles:

- Effectiveness - planned covert surveillance shall be undertaken only by suitably trained or experienced employees, or under their direct supervision
- Lawful purposes - covert surveillance shall only be carried out where necessary to achieve one or more of the permitted purposes (as defined in RIPSA), i.e. it must be:
  - for the purpose of preventing or detecting crime or the prevention of disorder; and/or
  - in the interests of public safety; and/or
  - for the purpose of protecting public health.
- Necessity - covert surveillance shall only be undertaken where there is no reasonable and effective alternative way of achieving the desired objective(s). The surveillance must be necessary for one of the purposes

set out above. In order to establish the necessity of any surveillance, the conduct which the surveillance is intended to detect or prevent must be clearly identified. Both the need for surveillance and the particular techniques to be used in that surveillance must be justified

- Proportionality – the use and extent of covert surveillance shall not be excessive i.e. it shall be in proportion to the significance of the matter being investigated. Before deciding to carry out covert surveillance, proper consideration shall be given to the nature of the matter being investigated and whether it is sufficiently serious to warrant the use of covert surveillance and the particular type of covert surveillance being proposed. Consideration must also be given to the extent to which the surveillance will unnecessarily intrude on the privacy of the target of the surveillance and any others. Before deciding to carry out covert surveillance full and proper consideration will be given to any alternative methods of obtaining the information. Covert surveillance will only be authorised if these alternative methods have been discounted for good reason and the surveillance is the only reasonable way of obtaining the necessary result.

In addressing proportionality officers should:-

- Balance the size and scope of the operation against the seriousness and extent of the conduct the surveillance is intended to address
- Ensure surveillance techniques employed will cause the least possible intrusion on the target of the surveillance and others
- Ensure that the surveillance is, after consideration of alternatives, the only reasonable way of obtaining the necessary result
- Describe other discounted methods of obtaining information and narrate the basis on which they were discounted
- Damage - Employees carrying out covert surveillance shall not cause damage to any property or harass any person.
- Intrusive surveillance - no activity shall be undertaken that comes within the definition of 'Intrusive Surveillance', i.e. if it involves surveillance of anything taking place on residential premises or in a private vehicle, and involves the presence of an individual on the premises or in the vehicle or is carried out by means of a surveillance device.
- Collateral intrusion - reasonable steps shall be taken to minimise the acquisition of information that is not directly necessary for the purposes of the investigation or operation being carried out.

Authorisation - all directed surveillance or the use of a covert human intelligence source shall be authorised in accordance with the procedures described below.

6.2 By its nature, covert surveillance intrudes on people's privacy. It should therefore be regarded as a final option, only to be considered when all other methods have been tried and failed, or when the nature of the suspected activity suggests that there is no other reasonable method which can be used to acquire the information

## **7. SEEKING AUTHORISATION**

### ***7.1 When is Authorisation Required?***

7.1.1 Authorisation is required for directed surveillance or the use of a covert human intelligence source, where any such operation is planned, is likely to record "private information" about a person or persons, and is conducted in such a manner that the person or persons subject to the surveillance are unaware that it is or may be taking place. Authorisation is required where the activity is carried out by council officers themselves or by third parties carrying out surveillance on behalf of or under the instructions of the Council.

### ***7.2 Who May Seek Authorisation?***

7.2.1 Any officer whose duties involve activity falling within the above description may seek authorisation to do so and must seek authorisation prior to carrying out any surveillance described in the paragraph headed "Scope of Procedure".

### ***7.3 Who May Authorise?***

7.3.1 Applications for directed surveillance or the use of a covert human intelligence source shall be authorised by any one of the following officers:-

Lorraine McMillan, Chief Executive,  
 Caroline Innes, Deputy Chief Executive,  
 Joe Abrami, Principal Solicitor, Chief Executive's Office  
 Julie Murray, Director of East Renfrewshire Health and Social Care Partnership  
 Jamie Reid, Data and Information Manager, Corporate and Community Services

7.3.2 The authorising officer should not be directly involved in the investigation to which the surveillance relates. In this regard, it is expected that Applicants will typically apply to authorising officers from outwith their own service unless it is unreasonable or impractical in the circumstances to do so.

7.3.3 Where there is a significant risk of acquiring confidential material, an application shall require to be authorised by the Chief Executive or, in her absence, the Deputy Chief Executive.

7.3.4 When the use of a juvenile or vulnerable covert human intelligence source is sought, an application shall always require to be authorised by the Chief Executive or, in her absence, the Deputy Chief Executive.

## **8. CONFIDENTIAL MATERIAL**

8.1 The Codes of Practice give the following advice in relation to what constitutes confidential material:

### **a. Communications subject to Legal Privilege**

In Scotland, the law relating to legal privilege rests on common law principles. In general communications between professional legal advisers and their clients will be subject to legal privilege unless they are intended for the purpose of furthering a criminal act or to obtain advice thereon.

Legal privilege does not apply to communications made with the intention of furthering a criminal purpose (whether the lawyer is acting unwittingly or culpably). Legally privileged communications lose their protection if, for example, the professional legal adviser is intending to hold or use them for a criminal purpose. But privilege is not lost if a professional legal adviser is properly advising a person who is suspected of having committed a criminal offence. The concept of legal privilege applies to the provision of professional legal advice by any individual, agency or organisation qualified to do so.

### **b. Communications involving confidential personal information**

Confidential personal information is information held in confidence relating to the physical or mental health of a person or spiritual counselling of such a person e.g. between a priest and parishioner. Such information, which can include both oral and written communications, is held in confidence if it is held subject to an express or implied undertaking to hold it in confidence or it is subject to a restriction on disclosure or an obligation of confidentiality contained in existing legislation. Examples include consultations between a health professional and a patient or information from a patient's medical records.

### **c. Communications involving confidential journalistic material**

Confidential journalistic material includes material acquired or created for the purposes of journalism and held subject to an undertaking to hold it in confidence, as well as communications resulting in information being acquired for the purposes of journalism and held subject to such an undertaking. Journalists have a restricted right not to disclose as source of information which is regulated by section 10 of the Contempt of Court Act 1981.



- d. Communications involving confidential constituent information

Confidential constituent information includes material passed confidentially between a MP or MSP and their constituent in respect of constituency matters.

## **9. THE AUTHORISATION PROCESS**

### **9.1 Directed Surveillance**

#### ***Pre- application***

9.1.1 Prior to seeking authorisation, the Applicant should provide a copy of the proposed application to the Chief Officer – Legal and Procurement (by secure e-mail or by hand delivery). The Chief Officer–Legal and Procurement will assess the application. If the draft addresses all relevant matters to a sufficient degree, he will issue a Unique Reference Number (URN) to the Applicant. This number should thereafter be inserted on the front page of all documents relating to the application. If the application is not appropriate or is otherwise insufficient in detail, the Chief Officer- Legal and Procurement will advise the Applicant. Any amended application should also be submitted to the Chief Officer – Legal and Procurement for issue of the URN.

#### ***Initial authorisation***

9.1.2 Once the URN is issued, the Applicant should submit the application using Form 1 (as referred to in the Documents section of this procedure) to an appropriate authorising officer. If satisfied that the application meets the criteria outlined in Paragraph 6 above the application may be authorised.

9.1.3 The authorising officer should state explicitly in his/her own words what is being authorised (which may not be the same as that sought by the applicant). They should record who is the subject of the surveillance, what is authorised to be done, where the surveillance can be done and during what times, the manner in which the surveillance is to be undertaken and why it is both proportionate and necessary.

9.1.4 Any difference between the authorisation and the terms of the application should be noted and explained by the authorising officer.

9.1.5 The authorising officer should sign and date the authorisation and provide a copy to the Applicant. The Authorising officer should immediately send the principal authorisation to the Chief Officer – Legal and Procurement.

9.1.6 Authorisations for directed surveillance will lapse after the expiry of three months. For practical purposes, the relevant period ends as at 2359 hours on the day preceding.

**Renewal**

9.1.7 If the applicant considers that surveillance remains necessary and proportionate but the expiry of the initial authorisation is imminent, they may seek renewal of the authorisation.

9.1.8 Form 3 (as referred to in the Documents section of this procedure) should be submitted to an authorising officer in sufficient time for it to be considered prior to the expiry of the original authorisation. Renewals must be granted prior to the expiry of an existing authorisation. Renewal will be for a further period of 3 months effective from the expiry of the original authorisation.

9.1.9 The authorising officer should sign and date the renewal and provide a copy to the applicant. The principal copy should be sent immediately to the Chief Officer- Legal and Procurement.

**Review**

9.1.10 Authorising Officers should keep all authorisations under review and, where appropriate, cancel immediately the need for surveillance ceases. The results of all such reviews should be recorded on the appropriate review form (Form 2) , notified to the Chief Officer - Legal & Procurement and recorded in the central record of authorisations. Review dates should be directed based on the level of intrusion, collateral intrusion or likelihood of obtaining confidential material.

**Cancellation**

9.1.11 Authorising officers should cancel authorisations as soon as the surveillance ceases to be necessary or proportionate. Applicants should submit Form 4 to the authorising officer for consideration when they believe such circumstances exist. An authorising officer may equally cancel an authorisation if they are in receipt of information from another source which causes them to believe that the surveillance is no longer necessary or proportionate.

9.1.12 When cancelling the authorisation the authorising officer should record the time the authorisation was cancelled and advise the applicant immediately of this fact. The reason for cancellation and the detail of the surveillance undertaken under the authorisation should be recorded. The cancellation should also include detail of the product obtained and the worth of the surveillance in the context of the investigation.

9.1.13 If relevant, the authorising officer should ensure that all surveillance equipment has been removed and should provide directions to the applicant as to how the information produced from the surveillance is to be handled.

9.1.14 The authorising officer should record whether the objectives set out in the authorisation have been met

9.1.15 Upon completion, the cancellation form should be sent to the Chief Officer – Legal and Procurement.

## **9.2 Covert Human Intelligence Source (CHIS)**

9.2.1 A local authority may use a CHIS in two main ways. Employees of East Renfrewshire Council may themselves act as a source by failing to disclose their true identity in order to obtain information. Alternatively an employee of the Council may cultivate a member of the public or employee of a business under investigation to provide them with information on a regular basis. This person will also be acting as a source. In both cases the person or persons being investigated are unaware that this is taking place.

9.2.2 Authorisations for juvenile covert human intelligence sources will lapse after the expiry of one month. In all other cases, the authorisation for a CHIS will lapse after twelve months. For practical purposes, the relevant period ends as at 2359 hours on the day preceding.

9.2.3 Applications for authorisation for, and reviews, renewals and cancellations of, CHIS should be made and progressed using Forms referred to in the Documents section of this procedure numbered 6,7,8 and 9 respectively. The process followed shall, subject to the additional matters below, follow that as for directed surveillance.

### ***What Additional Safeguards are Necessary before using a Covert Human Intelligence Source?***

9.2.4 Prior to making an application for use of a CHIS, the Applicant should contact the Chief Officer – Legal and Procurement to discuss the appropriateness of this approach in the particular circumstances. If agreed as a suitable approach, a draft of the application should be submitted to the Chief Officer – Legal and Procurement. If the detail of the application is considered sufficient, the applicant will be provided with a URN.

9.2.5 The Applicant should submit the application to the appropriate authorising officer. When the use of a juvenile or vulnerable covert human intelligence source is sought, an application shall always require to be authorised by the Chief Executive or, in her absence, the Deputy Chief Executive.

### ***Management of a CHIS***

9.2.6 Before authorisation can be given, the Authorising Officer must be satisfied that suitable arrangements are in place to ensure satisfactory day to day management of the activities of a source and for overseeing these arrangements.

9.2.7 An individual officer (known as the “handler”) must be appointed to be responsible for the day to day contact between the source and the authority, including:

- Dealing with the source on behalf of the authority
- Directing the day to day activities of the source
- Recording the information supplied by the source
- Monitoring the source's security and welfare

9.2.8 In addition the Authorising Officer must satisfy themselves that an officer (known as the "controller") has been designated responsibility for the general oversight of the use made of the source. The names of both the handler and controller should be specified in the authorisation.

9.2.9 The Authorising Officer must also ensure that a risk assessment has been carried out to determine the risk to the source of any tasking and the likely consequences if the role of the source becomes known. Such a risk assessment is required irrespective of whether the CHIS is acting in a conventional manner or in an online capacity. It will be the responsibility of the handler of the source to highlight any concerns regarding the personal circumstances of the source which may affect the validity of the risk assessment, the conduct of the source, or the safety or welfare of the source.

9.2.10 Records must also be maintained, in accordance with the relevant statutory instruments, detailing the use made of the source. It will be the responsibility of the person in day to day control of the activities of the source to maintain the relevant records. The following matters must be included in the records relating to each source:

- (i) identity of the source and the means by which the source is referred to
- (ii) the date when and the circumstances in which the source was recruited
- (iii) the name of the person with day to day responsibility for the source and the name of the person responsible for overall oversight
- (iv) any significant information connected with the security and welfare of the source
- (iv) confirmation by the Authorising Officer that the security and welfare of the source have been considered and any risks have been fully explained and understood by the source
- (v) all contacts between the source and the local authority
- (vi) any tasks given to the source
- (vii) any information obtained from the source and how that information was disseminated
- (ix) any payment, benefit or award or offer of any payment, benefit or award or offer given to a source who is not an employee of the local authority

- (x) any relevant investigating authority other than the authority maintaining the records

Note: All officers shall conduct themselves in accordance with the requirements of the Code of Practice on Covert Human Intelligence Sources.

### ***Use of Vulnerable Individuals as a Covert Human Intelligence Source***

9.2.11 A vulnerable individual is a person who is or may be in need of community care services by reason of mental or other disability, age or illness or who is otherwise unable to take care of themselves or unable to protect themselves from significant harm or exploitation. Such individuals should not be used as a Covert Human Intelligence Source, other than in the most exceptional circumstances.

### ***Use of a Juvenile as a Covert Human Intelligence Source***

9.2.12 Special safeguards apply to the use of persons under the age of 18 as a Covert Human Intelligence Source. Children under the age of 16 must never be used to provide information against their parents or any person who has parental responsibility for them. In other cases, authorisations should not be granted unless the special provisions contained within the Regulation of Investigatory Powers (Juveniles) (Scotland) Order 2002 are satisfied. If there is any proposal to use a juvenile as a Covert Human Intelligence Source, advice must be sought from the Chief Officer – Legal and Procurement

## **9.3 Urgent applications**

9.3.1 In urgent cases, an oral authorisation may be given. Urgent cases are those in which surveillance is undertaken in circumstances where it would not be reasonably practicable to obtain authorisation prior to the surveillance being carried out. This does not include surveillance as an immediate response to events (which does not fall within the scope of the Act and is not subject to the terms of this procedure).

9.3.2 Such authorisation may be given by any of the designated authorising officers. Both the person seeking the authorisation and the authorising officer must document an Oral Authorisation as soon as possible. An oral authorisation will expire after 72 hours in any case.

9.3.3 A case will not be considered urgent unless the time that would elapse before the authorising officer was available to grant the authorisation would, in the judgement of the person giving the authorisation, be likely to endanger life or jeopardise the investigation or operation. An authorisation will not be considered urgent because the need for the authorisation has been neglected.

9.3.4 Services wishing to adopt a more devolved authorisation process may do so only on the explicit approval of a written policy by the Council: all authorisations must remain within the scope of the Scottish Executive's guidance on authorising grades.

## **10. RISK ASSESSMENT**

10.1 Before authorising any form of covert surveillance, the authorising officer should also consider whether the proposed action will place any employee or other person at risk. If so, the authorising officer shall have regard to other council procedures already in place, and should also carry out a risk assessment of the proposed course of action before authorisation is granted. Regard must be had to the specific requirements in relation to vulnerable individuals and juveniles.

10.2 The risk assessment should take into account the impact on the employee or other person if their role in the process becomes known.

## **11. RETENTION AND DESTRUCTION OF SURVEILLANCE EVIDENCE**

11.1 Where the product of surveillance could be relevant to pending or future criminal or civil proceedings, it should be retained for a suitable further period and its retention reviewed at a future date.

## **12. INTERNET INVESTIGATIONS**

12.1 A single viewing of an individual's open source social media page (such as Facebook etc.) is not automatically considered directed surveillance and as such does not generally require to be authorised provided the viewing is merely a preliminary examination of the site to establish whether it is of interest or not. If the single viewing forms part of a more extensive collection of information about the individual then a directed surveillance authorisation should be sought. Likewise, repeated viewings of the page or a systematic regime of viewing is directed and will require to be authorised as such. This is the case even though the individual has not applied privacy settings to the account which would otherwise block access. A CHIS authorisation is not generally required for such access. It will however be required in situations where a covert relationship is likely to be formed between the applicant officer and the individual (i.e. if the surveillance activity is more than mere reading of the site's content). In such a case, a risk assessment is required (see paragraph 9.2.9 above).

12.2 The use of a disguised purchaser to conclude an electronic purchase on platforms such as E-Bay/Gumtree etc. does not generally require a CHIS provided the purchase is a simple overt process. If however the applicant

requires to establish a relationship with the seller in order to prompt the sale or generate a degree of trust a CHIS authorisation will be required.

12.3 Consideration should be given to the following factors in reaching a conclusion as to whether a directed surveillance authorisation is required. If the answer to any of the questions is yes it is likely that you will need to seek authorisation.

- Is the investigation or research directed towards an individual or group of people;
- Is it likely to result in obtaining private information about a person or group of people (taking account of the guidance at paragraph 3.14);
- Is it likely to involve visiting internet sites to build up an intelligence picture or profile;
- Will the information obtained will be recorded and stored;
- Will the information be likely to provide an observer with a pattern of lifestyle;
- Will the information be combined with other sources of information or intelligence, which amounts to information relating to a person's private life;
- Is the investigation or research part of an ongoing piece of work involving repeated viewing of the subject(s);
- Is it likely to involve identifying and recording information about third parties such as friends and family members of the subject of interest, or information posted by third parties such as friends or family members, which may include private information and therefore constitute collateral intrusion.

## **13 SECURITY AND RETENTION OF DOCUMENTS**

13.1 Documents created under this procedure are highly confidential and must be treated as such. Services shall make proper arrangements for their retention, security and destruction, in accordance with the requirements of the Data Protection Act 2018, the General Data Protection Regulation and the Codes of Practice. It should be noted that refusals as well as approved applications must be retained. The Code of Practice recommends retention of RIPSAs records for a period of 3 years.

13.2 Documents will be inspected periodically by the Office of the Surveillance Commissioner which has statutory powers of inspection. No records should be destroyed until after they have been inspected by the Surveillance Commissioner.

13.3 The original of every authorisation, renewal, refusal and cancellation (including the records relating to oral authorisations) must be passed to the Chief Officer - Legal & Procurement immediately after such authorisation, renewal,



refusal or cancellation has been authorised. The Chief Officer - Legal & Procurement shall maintain a central register of all such forms submitted by officers for consideration under RIPSA. In addition, each authorising officer shall maintain a register of current and past authorisations, renewals, refusals and cancellations which shall contain copies of all such completed forms.

13.4 Authorising officers shall ensure that sufficient information is provided to the Chief Officer - Legal & Procurement in order that the Central Register is kept up to date.

## **14 MONITORING**

14.1 Directors shall carry out regular monitoring of directed surveillance and the use of covert human intelligence sources within their Department and review the investigation practices in operation. The Chief Officer - Legal & Procurement shall monitor all submitted authorisations at the time of their submission to him in order to ensure compliance with the provisions of the Regulation of Investigatory Powers (Scotland) Act 2000.

## **15 ADVICE**

15.1 If officers are in any doubt as to whether or not an authorisation is required in respect of a proposed course of action, they should seek advice from a solicitor within Legal Services before engaging in that course of action.

## **CCTV**

If an operator of any Council CCTV system is approached by any other employee or other agency requesting that the operator undertake Directed Surveillance using CCTV, the operator is required to obtain a written copy of a RIPSA authorisation prior to such use. This authorisation must detail the use of a specific camera system for the purpose of directed surveillance. The authorisation must be signed by either one of the Council's Authorising Officers or in the case of the Police, an officer of at least the rank of Superintendent. In urgent cases an authorisation approved by a Police officer of at least the rank of Inspector can be accepted. A copy should be kept and the original forwarded to the Chief Officer – Legal and Procurement for noting in the central register.

If the operator is unsure about an aspect of the procedure they should refer to the Council's code of practice for CCTV operation or seek advice from their line manger.



## DOCUMENTS

This procedure uses the following **forms**, copies of which are available from Legal Services and on the intranet for use by all departments.

1. Application for Authority to Carry Out Directed Surveillance

This should be completed by the applicant in all cases. The authorisation is effective for three months from the time that approval is given.

2. Review of a Directed Surveillance Authorisation

The authorising officer should complete this on the date indicated in the original authorisation, the last review, or the renewal.

3. Application for Renewal of Directed Surveillance Authorisation

The applicant in all cases should complete this where surveillance is required beyond the previously authorised period (including previous renewals).

4. Cancellation of a Directed Surveillance

The authorising officer should complete this immediately the authorisation ceases to be either necessary or appropriate

5. Oral Record of Authorisation of Directed Surveillance

This is a record of an oral authorisation, which should be completed by the applicant. It should be used only in cases where the urgency of the situation makes the submission of a written application impractical. The original authorising officer should countersign it as soon as is practicable. This should be annexed to the formal application for authorisation.

6. Application for Authority to Use a Covert Human Intelligence Source

This should be completed when seeking to use a covert human intelligence source. The authorisation is effective for 12 months from the time approval is given.

7. Review of an Authorisation for us of a Covert Human Intelligence Source

The authorising officer should complete this on the date indicated in the original authorisation, the last review, or the renewal.

8. Application for Renewal of Authorisation for Use of a Covert Human Intelligence Source

The applicant in all cases should complete this where the use of a covert human intelligence source is necessary beyond the previously authorised period.

9. Cancellation of Use of Covert Human Intelligence Source

The authorising officer should complete this when the authorisation ceases to be either necessary or appropriate.

10. Oral Record of Authorisation of Directed Surveillance

11. Oral Authorisation of Use of a Covert Human Intelligence Source

This is a record of an oral authorisation, which should be completed by the applicant. It should be used only in cases where the urgency of the situation makes the submission of a written application impractical. The original authorising officer should countersign it as soon as is practicable. This should be annexed to the formal application for authorisation.



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CHECKED:**EAST RENFREWSHIRE COUNCIL****REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000****APPLICATION FOR AUTHORITY TO CARRY OUT DIRECTED SURVEILLANCE**

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT/ DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>CONTACT DETAILS:</b>			
<b>TELEPHONE:</b>	<b>FAX:</b>	<b>EMAIL:</b>	
<b>OPERATION NAME AND REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>		<b>REFERENCE:</b>	
<b>NAME AND JOB TITLE OF INVESTIGATING OFFICER (if other than the applicant)</b>			
<b>1. DESCRIBE IN GENERAL TERMS THE ACTIVITY BEING INVESTIGATED</b>			
<b>2. DESCRIBE IN GENERAL TERMS THE CONDUCT TO BE AUTHORISED</b>			
<b>3. IDENTIFY THE GROUNDS ON WHICH THE DIRECTED SURVEILLANCE IS NECESSARY (tick the appropriate box)</b>			
<ul style="list-style-type: none"> <li>• <b>FOR THE PURPOSE OF DETECTING CRIME OR PREVENTING DISORDER</b> <input type="checkbox"/></li> <li>• <b>IN THE INTERESTS OF PUBLIC SAFETY</b> <input type="checkbox"/></li> <li>• <b>FOR THE PURPOSE OF PROTECTING PUBLIC HEALTH</b> <input type="checkbox"/></li> </ul>			

**4. GIVE THE IDENTITIES, WHERE KNOWN, OF THOSE INDIVIDUALS WHO ARE TO BE THE SUBJECT OF THE DIRECTED SURVEILLANCE.**

**NAME:**

**ADDRESS:**

**DOB:**

**ANY OTHER INFORMATION AS APPROPRIATE:**

**NAME:**

**ADDRESS:**

**DOB:**

**ANY OTHER INFORMATION AS APPROPRIATE:**

**5. STIPULATE THE NATURE OF THE SURVEILLANCE TO BE AUTHORISED. (You should include any premises or vehicles involved and any equipment to be used together with proposed numbers of staff and intended duration).**

**6. EXPLANATION OF THE INFORMATION WHICH IT IS HOPED TO OBTAIN AS A RESULT OF THE SURVEILLANCE**

**7. EXPLAIN WHY DIRECTED SURVEILLANCE IS NECESSARY IN THIS SPECIFIC CASE (You should include any other methods which have been considered as an alternative to surveillance. You must consider whether the evidence could be obtained in any other way?)**

**8. INDICATE ANY POTENTIAL FOR COLLATERAL INTRUSION ON PERSONS OTHER THAN THOSE TARGETED:**

**9. INDICATE HOW YOU PLAN TO MINIMISE ANY COLLATERAL INTRUSION:**

**10. INDICATE THE LIKELIHOOD OF ACQUIRING ANY CONFIDENTIAL / RELIGIOUS MATERIAL:**

**(NB: ONLY THE CHIEF EXECUTIVE MAY AUTHORISE SURVEILLANCE WHICH IS LIKELY TO ACQUIRE CONFIDENTIAL/RELIGIOUS MATERIAL)**

**11. EXPLAIN WHY THE DIRECTED SURVEILLANCE IS PROPORTIONATE TO WHAT IT SEEKS TO ACHIEVE.** (You should address the scale and duration of the proposed surveillance, the seriousness of the matters being investigated, the amount of collateral intrusion likely to occur and the lack of alternative ways of acquiring the information sought.)

**12. ANTICIPATED START AND DURATION:**

**ANTICIPATED START DATE:**

**EXPECTED DURATION:**

<b>NAME OF APPLICANT:</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	

**13. AUTHORISING OFFICER'S COMMENTS:** (Comments must address why you agree that the proposed surveillance is both necessary and proportionate)

**IMPORTANT:** If surveillance is challenged and requires to be justified in court proceedings, these comments may be the only available aide-memoire you, as authorising officer, can refer to. Please ensure that your comments fully address why you agree the surveillance is both necessary (due to lack of alternatives) and proportionate (due to a well-planned proposal which will involve minimal collateral intrusion and where the scope, intensity and duration of the surveillance are commensurate with the seriousness of the activity being investigated).

**14. DETAIL OF AUTHORISATION:**

I, \_\_\_\_\_ (insert name), **HEREBY AUTHORISE THE FOLLOWING DIRECTED SURVEILLANCE OPERATION:**

Surveillance of the said (name) by (insert details of permitted surveillance mechanism including apparatus, location, duration etc)  
 Collateral intrusion shall be minimised by (insert details of limitations on surveillance restricting the capture of 3<sup>rd</sup> party information)

**THIS WRITTEN AUTHORISATION WILL CEASE TO HAVE EFFECT ON**  
 (insert date which is **exactly** three months from date of authorisation) **UNLESS CANCELLED EARLIER OR RENEWED:**

**THE CONTINUING VALIDITY OF THIS AUTHORISATION SHALL BE SUBJECT TO REVIEW BY THE AUTHORISING OFFICER, AT THE FOLLOWING INTERVALS:** (Delete as appropriate)

- **ONE WEEK (RECOMMENDED)**                       i.e. on the                      **day of**                      **20**                      (Insert date)
- **TWO WEEKS**     i.e. on the                      **day of**                      **20**                      (Insert date)
- **LONGER THAN TWO WEEKS (SPECIFY \_\_\_\_\_)**  i.e. on the                      **day of**                      **20**                      (Insert date)

**15. REASON FOR EXTENDED REVIEW PERIOD OF GREATER THAN 2 WEEKS:** (if applicable)

<b>NAME OF AUTHORISING OFFICER:</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	

<b>DETAILS OF URGENT AUTHORISATIONS</b> (Only complete if applicable)			
<b>16. DETAILS OF WHY APPLICATION REQUIRED ORAL AUTHORISATION:</b>			
Attach a copy of the Record of Oral Authorisation			
<b>NAME OF AUTHORISING OFFICER :</b>		<b>POST:</b>	
<b>17. DETAILS OF WHY THE APPLICATION SHOULD BE AUTHORISED BY SOMEONE OTHERWISE ENTITLED TO ACT</b> (i.e. by a Director or Head of Service from another Division or Department)			
<b>NAME OF APPLICANT:</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	
<b>18. AUTHORISING OFFICER'S COMMENTS:</b> (These must include why the authorising officer accepts that the case is sufficiently urgent to justify authorisation)			
<b>NAME OF AUTHORISING OFFICER :</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	

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## EAST RENFREWSHIRE COUNCIL

### REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000

#### REVIEW OF A DIRECTED SURVEILLANCE AUTHORISATION

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT/ DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>CONTACT DETAILS:</b>			
<b>TELEPHONE:</b>	<b>FAX:</b>	<b>EMAIL:</b>	
<b>OPERATION NAME AND FILE REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>		<b>FILE REFERENCE:</b>	
<b>DATE OF ORIGINAL AUTHORISATION:</b>	<b>EXPIRY DATE OF AUTHORISATION OR LAST RENEWAL:</b>	<b>REVIEW NUMBER:</b>	
<b>DATES OF PREVIOUS REVIEWS AND REVIEW NUMBER</b>			
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>1. DESCRIBE THE ACTIVITY CARRIED OUT TO DATE UNDER THE AUTHORISATION AND SUMMARISE ANY INFORMATION/EVIDENCE OBTAINED. EXPLAIN WHY NO INFORMATION OR INSUFFICIENT EVIDENCE HAS BEEN OBTAINED.</b>			

**2. EXPLAIN WHY IT IS NECESSARY TO CONTINUE WITH DIRECTED SURVEILLANCE:**

Empty space for explanation of why it is necessary to continue with directed surveillance.

**3. REVIEWING OFFICER'S COMMENTS, INCLUDING WHETHER OR NOT THE DIRECTED SURVEILLANCE SHOULD CONTINUE:**

Empty space for reviewing officer's comments.

**4. REVIEWING OFFICER'S STATEMENT**

I, \_\_\_\_\_ (insert name), **HEREBY AGREE THAT THE GROUNDS UNDER WHICH THE AUTHORISATION FOR THIS ACTIVITY WAS ORIGINALLY GRANTED CONTINUE TO APPLY AND THAT IT IS NOT NECESSARY TO CANCEL THE AUTHORISATION AT THIS TIME.**

<b>NAME (PRINT):</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	
<b>DATE OF NEXT REVIEW:</b>		<b>DATE AUTHORISATION EXPIRES:</b>	

**NOTE: IF THERE IS NO REVIEW SCHEDULED BEFORE AUTHORISATION EXPIRES, THE APPLICANT AND AUTHORISING OFFICER MUST CONSIDER RENEWAL OR CANCELLATION.**

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# EAST RENFREWSHIRE COUNCIL

## REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000

### APPLICATION FOR RENEWAL OF AUTHORITY TO CARRY OUT DIRECTED SURVEILLANCE

Please attach copies of original authorisation, previous renewals and review forms

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>CONTACT DETAILS:</b>			
<b>TELEPHONE:</b>	<b>FAX:</b>	<b>EMAIL:</b>	
<b>OPERATION NAME AND FILE REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>		<b>FILE REFERENCE:</b>	
<b>INVESTIGATING OFFICER (IF OTHER THAN THE APPLICANT) AND POSITION:</b>			

<b>DETAILS OF RENEWALS</b>
<b>1. DETAIL ANY PREVIOUS RENEWALS</b>
(Provide the date of each renewal and the name of the authorising officer)
<b>2. DETAIL ANY SIGNIFICANT CHANGES TO THE INFORMATION AS LISTED IN THE ORIGINAL AUTHORISATION AT THIS TIME.</b>

3. INDICATE THE CONTENT AND VALUE TO THE INVESTIGATION OR OPERATION OF THE INFORMATION SO FAR OBTAINED BY THE DIRECTED SURVEILLANCE.

4. GIVE DETAILS OF THE RESULTS OF THE REGULAR REVIEWS OF THE INVESTIGATION OR OPERATION.

5. DETAIL THE REASONS WHY IT IS NECESSARY TO CONTINUE WITH THE DIRECTED SURVEILLANCE.

6. DETAIL WHY THE DIRECTED SURVEILLANCE IS STILL PROPORTIONATE TO WHAT IT SEEKS TO ACHIEVE.

**AUTHORISING OFFICER'S COMMENTS:** (Comments must address why you agree that the continuation of the surveillance is both necessary and proportionate)

**IMPORTANT:** If surveillance is challenged and requires to be justified in court proceedings, these comments may be the only available aide-memoire you, as authorising officer, can refer to. Please ensure that your comments fully address why you agree the surveillance is both necessary (due to lack of alternatives) and proportionate (due to a well-planned proposal which will involve minimal collateral intrusion and where the scope, intensity and duration of the surveillance are commensurate with the seriousness of the activity being investigated)

**DETAIL OF AUTHORISATION**

I, \_\_\_\_\_ (Insert Name), **HEREBY AUTHORISE THE FOLLOWING DIRECTED SURVEILLANCE OPERATION:**  
 (insert details of the directed surveillance which is being authorised)

**THIS WRITTEN AUTHORISATION WILL CEASE TO HAVE EFFECT ON**

(Insert date which is three months from date of authorisation) **UNLESS CANCELLED EARLIER OR RENEWED.**

**THE CONTINUING VALIDITY OF THIS AUTHORISATION SHALL BE SUBJECT TO REVIEW BY THE AUTHORISING OFFICER, AT THE FOLLOWING INTERVALS:** (Delete as appropriate)

- **ONE WEEK (RECOMMENDED)**                       i.e. on the                      **day of**                      **20**                      (Insert date)
- **TWO WEEKS**     i.e. on the                      **day of**                      **20**                      (Insert date)
- **LONGER THAN TWO WEEKS (SPECIFY )**                       i.e. on the                      **day of**                      **20**                      (Insert date)

**REASON FOR EXTENDED REVIEW PERIOD OF GREATER THAN 2 WEEKS: (IF APPLICABLE)**

<b>NAME OF AUTHORISING OFFICER:</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	

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## EAST RENFREWSHIRE COUNCIL

### REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000

#### CANCELLATION OF DIRECTED SURVEILLANCE AUTHORITY

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT/ DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>CONTACT DETAILS:</b>			
<b>TELEPHONE:</b>	<b>FAX:</b>	<b>EMAIL:</b>	
<b>OPERATION NAME AND FILE REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>	<b>FILE REFERENCE:</b>		
<b>REASON(S) FOR THE CANCELLATION OF THE AUTHORISATION</b>			
<b>EXPLAIN THE VALUE OF THE SURVEILLANCE IN THE OPERATION</b>			
<b>AUTHORISING OFFICER'S STATEMENT</b>			
I, _____ (insert name), <b>HEREBY AUTHORISE THE CANCELLATION OF THE DIRECTED SURVEILLANCE OPERATION AS DETAILED ABOVE.</b>			
<b>NAME (PRINT):</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	
<b>DATE AND TIME WHEN AUTHORISING OFFICER INSTUCTED SURVEILLANCE TO CEASE:</b>			
<b>DATE:</b>		<b>TIME:</b>	
<b>DATE AND TIME APPLICANT NOTIFIED OF CANCELLATION</b>			
<b>DATE:</b>		<b>TIME:</b>	

OPERATION REF:

UNIQUE REFERENCE NUMBER:  
DATE RECEIVED BY MONITORING OFFICER:  
CHECKED:

# EAST RENFREWSHIRE COUNCIL

## REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000

### RECORD OF ORAL AUTHORITY TO CARRY OUT DIRECTED SURVEILLANCE

(To be completed by Authorising Officer)

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT/ DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>OPERATION NAME AND FILE REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>		<b>FILE REFERENCE:</b>	
<b>1. DESCRIBE IN GENERAL TERMS THE ACTIVITY BEING INVESTIGATED</b>			
<b>2. DESCRIBE IN GENERAL TERMS THE CONDUCT TO BE AUTHORISED</b>			
<b>3. IDENTIFY THE GROUNDS ON WHICH THE DIRECTED SURVEILLANCE IS NECESSARY. (TICK THE APPROPRIATE BOX).</b>			
<ul style="list-style-type: none"> <li>• FOR THE PURPOSE OF DETECTING CRIME OR PREVENTING DISORDER <input type="checkbox"/></li> <li>• IN THE INTERESTS OF PUBLIC SAFETY <input type="checkbox"/></li> <li>• FOR THE PURPOSE OF PROTECTING PUBLIC HEALTH <input type="checkbox"/></li> </ul>			



**4. STIPULATE THE NATURE OF THE SURVEILLANCE AUTHORISED.** (You should include any premises or vehicles involved and any equipment to be used together with proposed numbers of staff and intended duration).

--

**5. EXPLANATION OF THE INFORMATION WHICH IT IS HOPED TO OBTAIN AS A RESULT OF THE SURVEILLANCE**

--

**6. EXPLAIN WHY YOU CONSIDER IT APPROPRIATE TO GIVE AN ORAL AUTHORISATION.** (You should explain why it is considered that the case is urgent and why it is not practicable to await a formal application and authorisation. Note: a case will not be considered urgent unless the time that would elapse before the authorising officer was available to grant the authorisation would, in the judgement of the person giving the authorisation, be likely to endanger life or jeopardise the investigation or operation. An authorisation will not be considered urgent because the need for the authorisation has been neglected.)

--

**ANTICIPATED START AND DURATION:**

**ANTICIPATED START DATE:**

**EXPECTED DURATION:**

**AUTHORISING OFFICER'S COMMENTS: (COMMENTS MUST ADDRESS WHY YOU AGREE THAT THE PROPOSED SURVEILLANCE IS BOTH NECESSARY AND PROPORTIONATE).**

**IMPORTANT:** If surveillance is challenged and requires to be justified in court proceedings, these comments may be the only available aide-memoire you, as authorising officer, can refer to. Please ensure that your comments fully address why you agree the surveillance is both necessary (due to lack of alternatives) and proportionate (due to a well-planned proposal which will involve minimal collateral intrusion and where the scope, intensity and duration of the surveillance are commensurate with the seriousness of the activity being investigated).

**REMEMBER:** If confidential material is to be obtained the authorisation can only be signed by the chief executive unless she is absent.

**AUTHORISING OFFICER'S SIGNATURE**

I, \_\_\_\_\_ (insert name), **HEREBY CONFIRM THAT I GAVE ORAL AUTHORISATION TO THE FOREGOING DIRECTED SURVEILLANCE**

**THIS ORAL AUTHORISATION WILL CEASE TO HAVE EFFECT ON** (Insert date and time which is 72 hours from date of authorisation)

**UNLESS CANCELLED EARLIER.**

<b>NAME:</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	

**IMPORTANT NOTE: A formal application for authorisation must be completed and submitted to the appropriate authorising officer as soon as possible and, in any event, within 72 hours of the oral authorisation.**

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## EAST RENFREWSHIRE COUNCIL

### REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000

#### APPLICATION FOR AUTHORISATION OF THE USE OR CONDUCT OF A COVERT HUMAN INTELLIGENCE SOURCE

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT/ DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>CONTACT DETAILS:</b>			
<b>TELEPHONE:</b>	<b>FAX:</b>	<b>EMAIL:</b>	
<b>OPERATION NAME AND REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>		<b>REFERENCE:</b>	
<b>NAME AND JOB TITLE OF INVESTIGATING OFFICER (if other than the applicant)</b>			
<b>1. DESCRIBE IN GENERAL TERMS THE ACTIVITY BEING INVESTIGATED</b>			
<b>2. DESCRIBE IN GENERAL TERMS THE CONDUCT TO BE AUTHORISED</b>			
<b>3. IDENTIFY THE GROUNDS ON WHICH THE ACTION IS NECESSARY (tick the appropriate box)</b>			
<ul style="list-style-type: none"> <li>• <b>FOR THE PURPOSE OF DETECTING CRIME OR PREVENTING DISORDER</b> <input type="checkbox"/></li> <li>• <b>IN THE INTERESTS OF PUBLIC SAFETY</b> <input type="checkbox"/></li> <li>• <b>FOR THE PURPOSE OF PROTECTING PUBLIC HEALTH</b> <input type="checkbox"/></li> </ul>			

**4. GIVE DETAILS OF THE PURPOSE FOR WHICH THE SOURCE WILL BE TASKED OR DEPLOYED**

**5. WHERE A SPECIFIC INVESTIGATION OR OPERATION IS INVOLVED, GIVE DETAILS OF THAT INVESTIGATION OR OPERATION**

**6. GIVE DETAILS OF WHAT THE SOURCE WILL BE TASKED TO DO**

**7. INDICATE ANY POTENTIAL FOR COLLATERAL INTRUSION ON PERSONS OTHER THAN THOSE TARGETED**

**8. INDICATE HOW YOU PLAN TO MINIMISE ANY COLLATERAL INTRUSION**

<b>9. INDICATE THE LIKELIHOOD OF ACQUIRING ANY CONFIDENTIAL / RELIGIOUS MATERIAL</b>			
(NB: ONLY THE CHIEF EXECUTIVE MAY AUTHORISE SURVEILLANCE WHICH IS LIKELY TO ACQUIRE CONFIDENTIAL/RELIGIOUS MATERIAL)			
<b>10. EXPLAIN WHY THE USE OF A CHIS IS PROPORTIONATE TO WHAT IT SEEKS TO ACHIEVE</b> (You should address the scale and duration of the proposed surveillance, the seriousness of the matters being investigated, the amount of collateral intrusion likely to occur and the lack of alternative ways of acquiring the information sought.)			
<b>11. ANTICIPATED START AND DURATION:</b>			
<b>ANTICIPATED START DATE:</b>			
<b>EXPECTED DURATION:</b>			
<b>12. RISK ASSESSMENT</b> (Supply a copy of the risk assessment prepared in compliance with the obligation set out in paragraph 6.12 of the Covert Human Intelligence Source Code of Practice 2017 )			
<b>NAME OF APPLICANT:</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	
<b>13. AUTHORISING OFFICER'S COMMENTS:</b> (Comments must address why you agree that the use or conduct of a CHIS is both necessary and proportionate)			

**IMPORTANT:** If surveillance is challenged and requires to be justified in court proceedings, these comments may be the only available aide-memoire you, as authorising officer, can refer to. Please ensure that your comments fully address why you agree the use or conduct of a CHIS is both necessary (due to lack of alternatives) and proportionate (due to a well-planned proposal which will involve minimal collateral intrusion and where the scope, intensity and duration of the surveillance are commensurate with the seriousness of the activity being investigated).

**NOTE:** Only the Chief Executive may authorise the use of a vulnerable person or a juvenile as a CHIS

**14. AUTHORISING OFFICER'S RECOMMENDATION:**

I, \_\_\_\_\_ (insert name), **HEREBY AUTHORISE THE USE OR CONDUCT OF A COVERT HUMAN INTELLIGENCE SOURCE FOR THE FOLLOWING PURPOSE:**  
(insert details of the action which is being authorised)

The **COVERT HUMAN INTELLIGENCE SOURCE** shall be handled by (name and position) and controlled by (name and position)

**THIS WRITTEN AUTHORISATION WILL CEASE TO HAVE EFFECT ON**

(insert date which is twelve months (one month for juveniles) from date of authorisation) **UNLESS CANCELLED EARLIER OR RENEWED:**

**THE CONTINUING VALIDITY OF THIS AUTHORISATION SHALL BE SUBJECT TO REVIEW BY THE AUTHORISING OFFICER, AT THE FOLLOWING INTERVALS:** (Delete as appropriate)

- **ONE WEEK**  i.e. on the **day of 20** (Insert date)
- **TWO WEEKS**  i.e. on the **day of 20** (Insert date)
- **LONGER THAN TWO WEEKS**  i.e. on the **day of 20** (Insert date)

**15. REASON FOR EXTENDED REVIEW PERIOD OF GREATER THAN 2 WEEKS: (IF APPLICABLE)**

<b>NAME OF AUTHORISING OFFICER:</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	

<b>URGENT AUTHORISATIONS</b>			
<b>16. DETAILS OF WHY APPLICATION REQUIRED ORAL AUTHORISATION:</b>			
<b>NAME OF APPLICANT :</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	
<b>17. AUTHORISING OFFICER'S COMMENTS:</b> (These must include why the authorising officer or the person entitled to act in their absence considered the case sufficiently urgent to justify oral authorisation)			
<b>NAME OF AUTHORISING OFFICER :</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	
<b>18. DETAILS OF WHY THE APPLICATION SHOULD BE AUTHORISED BY SOMEONE OTHERWISE ENTITLED TO ACT</b> (i.e. by a Director or Head of Service from another Division or Department)			
<b>NAME OF APPLICANT:</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	
<b>19. AUTHORISING OFFICER'S COMMENTS:</b> (These must include why the person entitled to act considered the case sufficiently urgent to justify authorisation)			
<b>NAME OF AUTHORISING OFFICER :</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	

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## EAST RENFREWSHIRE COUNCIL

### REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000

#### REVIEW OF A COVERT HUMAN INTELLIGENCE SOURCE AUTHORISATION

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT/ DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>CONTACT DETAILS:</b>			
<b>TELEPHONE:</b>	<b>FAX:</b>	<b>EMAIL:</b>	
<b>OPERATION NAME AND FILE REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>		<b>FILE REFERENCE:</b>	
<b>DATE OF ORIGINAL AUTHORISATION:</b>	<b>EXPIRY DATE OF AUTHORISATION OR LAST RENEWAL:</b>	<b>REVIEW NUMBER:</b>	
<b>DATES OF PREVIOUS REVIEWS AND REVIEW NUMBER</b>			
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>DATE:</b>		<b>REVIEW NUMBER:</b>	
<b>1. DESCRIBE THE ACTIVITY CARRIED OUT TO DATE UNDER THE AUTHORISATION AND SUMMARISE ANY INFORMATION/EVIDENCE OBTAINED. EXPLAIN WHY NO INFORMATION OR INSUFFICIENT EVIDENCE HAS BEEN OBTAINED.</b>			

**2. EXPLAIN WHY IT IS NECESSARY TO CONTINUE WITH USE OF THE CHIS:**

Empty space for explanation of why it is necessary to continue with use of the CHIS.

**3. REVIEWING OFFICER'S COMMENTS, INCLUDING WHETHER OR NOT THE USE OF THE CHIS SHOULD CONTINUE:**

Empty space for reviewing officer's comments.

**4. REVIEWING OFFICER'S STATEMENT**

I, \_\_\_\_\_ (insert name), HEREBY AGREE THAT THE GROUNDS UNDER WHICH THE AUTHORISATION FOR THIS ACTIVITY WAS ORIGINALLY GRANTED CONTINUE TO APPLY AND THAT IT IS NOT NECESSARY TO CANCEL THE AUTHORISATION AT THIS TIME.

THE COVERT HUMAN INTELLIGENCE SOURCE SHALL CONTINUE TO BE HANDLED BY ( name, post) AND CONTROLLED BY ( name, post ).

<b>NAME (PRINT):</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	
<b>DATE OF NEXT REVIEW:</b>		<b>DATE AUTHORISATION EXPIRES:</b>	

**NOTE: IF THERE IS NO REVIEW SCHEDULED BEFORE AUTHORISATION EXPIRES, THE APPLICANT AND AUTHORISING OFFICER MUST CONSIDER RENEWAL OR CANCELLATION.**

FOR USE BY APPLICANT

FOR USE BY MONITORING OFFICER ONLY

OPERATION REF:

UNIQUE REFERENCE NUMBER:  
DATE RECEIVED BY MONITORING OFFICER:  
CHECKED:

## EAST RENFREWSHIRE COUNCIL

### REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000

### APPLICATION FOR RENEWAL OF A COVERT HUMAN INTELLIGENCE SOURCE AUTHORISATION

Please attach copies of original authorisation, previous renewals and review forms

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>CONTACT DETAILS:</b>			
<b>TELEPHONE:</b>	<b>FAX:</b>	<b>EMAIL:</b>	
<b>OPERATION NAME AND FILE REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>		<b>FILE REFERENCE:</b>	
<b>INVESTIGATING OFFICER (IF OTHER THAN THE APPLICANT) AND POSITION:</b>			

<b>DETAILS OF RENEWALS</b>
<b>1. DETAIL ANY PREVIOUS RENEWALS</b>
(Provide the date of each renewal and the name of the authorising officer)
<b>2. DETAIL ANY SIGNIFICANT CHANGES TO THE INFORMATION AS LISTED IN THE ORIGINAL AUTHORISATION AT THIS TIME.</b>

**3. INDICATE THE CONTENT AND VALUE TO THE INVESTIGATION OR OPERATION OF THE INFORMATION SO FAR OBTAINED BY USE OF THE CHIS.**

**4. GIVE DETAILS OF THE RESULTS OF THE REGULAR REVIEWS OF THE INVESTIGATION OR OPERATION.**

**5. DETAIL THE REASONS WHY IT IS NECESSARY TO CONTINUE WITH THE USE OF THE CHIS.**

**6. DETAIL WHY THE USE OF THE CHIS IS STILL PROPORTIONATE TO WHAT IT SEEKS TO ACHIEVE.**

**7. GIVE CONSIDERATION TO UPDATE OF RISK ASSESSMENT**

**AUTHORISING OFFICER'S COMMENTS:** (Comments must address why you agree that the continuation of the use of the CHIS is both necessary and proportionate)

**IMPORTANT:** If the use of the CHIS is challenged and requires to be justified in court proceedings, these comments may be the only available aide-memoire you, as authorising officer, can refer to. Please ensure that your comments fully address why you agree the use of the CHIS is both necessary (due to lack of alternatives) and proportionate (due to a well-planned proposal which will involve minimal collateral intrusion and where the scope, intensity and duration of the surveillance are commensurate with the seriousness of the activity being investigated)

**AUTHORDETAIL OF AUTHORISATION**

I, \_\_\_\_\_ (Insert Name), **HEREBY AUTHORISE THE FOLLOWING CONTINUED USE OF THE CHIS:**  
 (insert details of the use of the CHIS which is being authorised, including reference to the identity of both the handler and controller)

**THIS WRITTEN AUTHORISATION WILL CEASE TO HAVE EFFECT ON**

(Insert date which is twelve months (or one month in the case of a juvenile) from date of authorisation)  
**UNLESS CANCELLED EARLIER OR FURTHER RENEWED.**

**THE CONTINUING VALIDITY OF THIS AUTHORISATION SHALL BE SUBJECT TO REVIEW BY THE AUTHORISING OFFICER, AT THE FOLLOWING INTERVALS:** (Delete as appropriate)

- **ONE WEEK (RECOMMENDED)**                       i.e. on the                      **day of**                      **20**                      (Insert date)
- **TWO WEEKS**     i.e. on the                      **day of**                      **20**                      (Insert date)
- **LONGER THAN TWO WEEKS (SPECIFY)**                       i.e. on the                      **day of**                      **20**                      (Insert date)

**REASON FOR EXTENDED REVIEW PERIOD OF GREATER THAN 2 WEEKS: (IF APPLICABLE)**

<b>NAME OF AUTHORISING OFFICER:</b>		<b>POST:</b>	
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<b>SIGNATURE:</b>		<b>DATE:</b>	
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FOR USE BY APPLICANT

FOR USE BY MONITORING OFFICER ONLY

OPERATION REF:

UNIQUE REFERENCE NUMBER:  
DATE RECEIVED BY MONITORING OFFICER:  
CHECKED:

## EAST RENFREWSHIRE COUNCIL

### REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000

### CANCELLATION OF A COVERT HUMAN INTELLIGENCE SOURCE AUTHORISATION

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT/ DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>CONTACT DETAILS:</b>			
<b>TELEPHONE:</b>	<b>FAX:</b>	<b>EMAIL:</b>	
<b>OPERATION NAME AND FILE REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>		<b>FILE REFERENCE:</b>	
<b>REASON(S) FOR THE CANCELLATION OF THE AUTHORISATION</b>			
<b>EXPLAIN THE VALUE OF THE SOURCE IN THE OPERATION (NOTE: DO NOT SPECIFY THE TRUE IDENTITY OF THE SOURCE)</b>			
<b>AUTHORISING OFFICER'S STATEMENT</b>			
I, _____ (INSERT NAME), HEREBY AUTHORISE THE CANCELLATION OF THE USE /CONDUCT OF A COVERT HUMAN INTELLIGENCE SOURCE AS DETAILED ABOVE.			
<b>NAME (PRINT):</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	
<b>DATE AND TIME WHEN AUTHORISING OFFICER INSTRUCTED USE/CONDUCT OF A COVERT HUMAN INTELLIGENCE SOURCE TO CEASE:</b>			
<b>DATE:</b>		<b>TIME:</b>	
<b>DATE AND TIME APPLICANT NOTIFIED OF CANCELLATION</b>			
<b>DATE:</b>		<b>TIME:</b>	

FOR USE BY APPLICANT

OPERATION REF:

FOR USE BY MONITORING OFFICER ONLY

UNIQUE REFERENCE NUMBER:

DATE RECEIVED BY MONITORING OFFICER:

CHECKED:

## EAST RENFREWSHIRE COUNCIL

### REGULATION OF INVESTIGATORY POWERS (SCOTLAND) ACT 2000

#### RECORD OF ORAL AUTHORITY FOR THE USE OF OR CONDUCT OF A COVERT HUMAN INTELLIGENCE SOURCE

(To be completed by Authorising Officer)

<b>NAME OF APPLICANT:</b>		<b>JOB TITLE:</b>	
<b>SERVICE UNIT/ DEPARTMENT:</b>			
<b>FULL ADDRESS:</b>			
<b>OPERATION NAME AND FILE REFERENCE (IF APPLICABLE):</b>			
<b>NAME:</b>		<b>FILE REFERENCE:</b>	
<b>3. DESCRIBE IN GENERAL TERMS THE ACTIVITY BEING INVESTIGATED</b>			
<b>4. DESCRIBE IN GENERAL TERMS THE CONDUCT TO BE AUTHORISED</b>			
<b>3. IDENTIFY THE GROUNDS ON WHICH THE USE OF A CHIS IS NECESSARY (Tick the appropriate box).</b>			
<ul style="list-style-type: none"> <li>• FOR THE PURPOSE OF DETECTING CRIME OR PREVENTING DISORDER <input type="checkbox"/></li> <li>• IN THE INTERESTS OF PUBLIC SAFETY <input type="checkbox"/></li> <li>• FOR THE PURPOSE OF PROTECTING PUBLIC HEALTH <input type="checkbox"/></li> </ul>			



**4. STIPULATE THE NATURE OF THE SURVEILLANCE AUTHORISED** (You should include any premises or vehicles involved and any equipment to be used together with proposed numbers of staff and intended duration).

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**5. EXPLANATION OF THE INFORMATION WHICH IT IS HOPED TO OBTAIN AS A RESULT OF THE USE OF THE CHIS**

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**6. EXPLAIN WHY YOU CONSIDER IT APPROPRIATE TO GIVE AN ORAL AUTHORISATION** (You should explain why it is considered that the case is urgent and why it is not practicable to await a formal application and authorisation. Note: a case will not be considered urgent unless the time that would elapse before the authorising officer was available to grant the authorisation would, in the judgement of the person giving the authorisation, be likely to endanger life or jeopardise the investigation or operation. An authorisation will not be considered urgent because the need for the authorisation has been neglected.)

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<b>ANTICIPATED START AND DURATION:</b>
<b>ANTICIPATED START DATE:</b>
<b>EXPECTED DURATION:</b>

**AUTHORISING OFFICER'S COMMENTS: (COMMENTS MUST ADDRESS WHY YOU AGREE THAT THE PROPOSED USE OF A CHIS IS BOTH NECESSARY AND PROPORTIONATE)**

**IMPORTANT:** If surveillance is challenged and requires to be justified in court proceedings, these comments may be the only available aide-memoire you, as authorising officer, can refer to. Please ensure that your comments fully address why you agree the surveillance is both necessary (due to lack of alternatives) and proportionate (due to a well-planned proposal which will involve minimal collateral intrusion and where the scope, intensity and duration of the surveillance are commensurate with the seriousness of the activity being investigated).

**REMEMBER:** If confidential material is to be obtained the authorisation can only be signed by the Chief Executive unless she is absent. IF THE CHIS IS A JUVENILE OR VULNERABLE ADULT ONLY THE CHIEF EXECUTIVE MAY AUTHORISE

**AUTHORISING OFFICER'S SIGNATURE**

I, \_\_\_\_\_ (insert name), **HEREBY CONFIRM THAT I GAVE ORAL AUTHORISATION TO THE FOREGOING USE OR CONDUCT OF A CHIS**

**THIS ORAL AUTHORISATION WILL CEASE TO HAVE EFFECT ON** (Insert date and time which is 72 hours from date of authorisation)

**UNLESS CANCELLED EARLIER.**

<b>NAME:</b>		<b>POST:</b>	
<b>SIGNATURE:</b>		<b>DATE:</b>	

**IMPORTANT NOTE: A formal application for authorisation must be completed and submitted to the appropriate authorising officer as soon as possible and, in any event, within 72 hours of the oral authorisation.**