

CABINET AGENDA



TUESDAY 29 JANUARY 2019 AT 7.30 PM
CONFERENCE ROOM 2 - THE FORUM

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Membership

Councillor Williams (Leader)	Councillor Marshall
Councillor Griffiths (Deputy Leader)	Councillor G Sutton
Councillor Elliot	Councillor D Collins
Councillor Harden	

For further information, please contact Corporate and Democratic Support or 01442 228209

AGENDA

1. MINUTES (Pages 3 - 8)

To confirm the minutes of the meeting held on 11 December 2018.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

3. DECLARATIONS OF INTEREST

To receive any declarations of interest

A member with a disclosable pecuniary interest or a personal interest in a matter who attends a meeting of the authority at which the matter is considered -

(i) must disclose the interest at the start of the meeting or when the interest becomes apparent

and, if the interest is a disclosable pecuniary interest, or a personal interest which is also prejudicial

(ii) may not participate in any discussion or vote on the matter (and must withdraw to the public seating area) unless they have been granted a dispensation.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Members' Register of Interests, or is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal and prejudicial interests are defined in Part 2 of the Code of Conduct for Members

[If a member is in any doubt as to whether they have an interest which should be declared they should seek the advice of the Monitoring Officer before the start of the meeting]

4. PUBLIC PARTICIPATION

An opportunity for members of the public to make statements and ask questions in accordance with the rules as to Public Participation.

5. REFERRALS TO CABINET

There were no referrals to Cabinet

6. CABINET FORWARD PLAN (Pages 9 - 10)

7. STATEMENT OF COMMUNITY INVOLVEMENT UPDATE (Pages 11 - 86)

8. NEW BUILD UPDATE

Report to follow

9. CEMETERY EXPANSION AND CREMATORIUM (Pages 87 - 92)

10. HMO LICENSING FEES (Pages 93 - 326)

11. FOOD WASTE FOR FLATS (Pages 327 - 337)

12. EXCLUSION OF THE PUBLIC

To consider passing a resolution in the following terms:

That, under s.100A (4) of the Local Government Act 1972 Schedule 12A Part 1 as amended by the Local Government (Access to Information) (Variation) Order 2006 the public be excluded during the items in Part 2 of the Agenda for this meeting, because it is likely, in view of the nature of the business to be transacted, that, if members of the public were present during those items, there would be disclosure to them of exempt information relating to the financial and business affairs of the Council and third party companies/organisations.

Local Government Act 1972, Schedule 12A, Part 1, paragraph 3.

MINUTES

CABINET

11 DECEMBER 2018

Councillors: Williams (Leader)
Griffiths (Deputy
Leader)
Elliot
Harden
Marshall
G Sutton
D Collins

Officers:	Mark Brookes	Assistant Director - Corporate and Contracted Services
	James Deane	Corporate Director - Finance and Operations
	Mark Gaynor	Corporate Director - Housing & Regeneration
	Fiona Jump	Group Manager - Financial Services
	Cassie O'Neil	Corporate Support Team Leader

The meeting began at 7.30 pm

CA/121/18 MINUTES

The minutes of the meeting held on 13 November 2018 were agreed by Members present and signed by the Chair.

CA/122/18 APOLOGIES FOR ABSENCE

Apologies were received from Sally Marshall.

CA/123/18 DECLARATIONS OF INTEREST

There were no declarations of interest.

CA/124/18 PUBLIC PARTICIPATION

There was no public participation

CA/125/18 REFERRALS TO CABINET

There were no referrals to Cabinet.

CA/126/18 TREASURY MANAGEMENT

Decision

That Cabinet considers and agrees the half-year report on targets and performance, in Sections 4-7 of the report.

Corporate objectives

Dacorum Delivers – Optimising investment income for General Fund and Housing Revenue budgets whilst managing investment risk is fundamental to achieving the corporate objective of delivering an efficient and modern Council.

Monitoring Officer/S.151 Officer comments

Monitoring Officer:

No comments to add to the report.

Deputy S.151 Officer

This is a Section 151 Officer Report.

Advice

Cllr Elliot introduced the report, noting the following headlines;

- Investment performance is strong and exceeding target benefiting from increase in interest rate.
- Level of balances have gone up as the Council continues to invest.
- Slight slip in some projects, such as multi story car park.
- Increased receipts for garage sales.

FJump added that the average rate of return for first 6 months is 0.6% which she commented is reasonable given historically low interest rates.

Cllr Birnie referred to page 15 of the report, specifically item 7.3 and the items in the table - Capital Grants and s.106 and asked; what source are the grants from?

FJump confirmed they are from variety of sources, including disabled facilities grant as an example, confirming she could circulate full breakdown if required

Cllr Birnie referred to item immediately under that; capital receipts and reserves and asked; how much of that is from reserves? Commenting that it is quite a significant amount.

Cllr Harden asked; is that the breakdown list we already have?

JDeane advised that the reserves Cllr Harden was referring to are General Fund Revenue Reserves and that they are not what's funding capital expenditure. Rather, the capital reserves Cllr Birnie asked about are almost entirely within the HRA, and largely refer to capital expenditure from the Major Repairs Reserve

Cllr Birnie referred to borrowing in item 6.8 and asked; can it be assumed that is borrowing from statutory bodies?

FJump confirmed yes; existing borrowing from statutory bodies.

Cllr Birnie expressed concern with appendix and the £8m in investments with other Councils, asking; In view of problems some Councils are having with their budgets and ability to remain stable, are there plans to roll those over or are we going to go for safer things like banks?

Cllr Elliot responded that Local Councils are likely sounder in a financial crisis than banks; they are underwritten by government so it is not likely for them to be reneged on.

FJump added that the Council use a credit rating to give extra assurance before lending.

Cllr Collins referred to Appendix 1, commenting that the rates of interest do not seem particularly good and asked if there is a way to get better rates (such as retail rates)?

JDeane confirmed there is, but it is dependent on where you put your safety net adding that as a Council we have to look at how safe an investment will be with an organisation; we use the best available investment opportunities that we have and that is how we get it back.

Recommendations agreed.

Voting

None.

CA/127/18 COUNCIL TAX BASE

Decision

1. That Cabinet approves the Collection Fund surplus estimate of £642,933.54 as at 31 March 2019.
2. That Cabinet approves the calculation of the Council's tax base for the year 2019/20 incorporating an estimated collection rate of 99.4%.

3. That, in accordance with the Local Authorities (Calculation of Tax Base) Regulations 1992, the amount calculated by the Council as its tax base for the year 2019/20 shall be 57,270.20 and its constituent elements shall be:

Part of Area - Parished and Non Parished	100% Tax base	99.4% Tax base
Hemel Hempstead	30,350.00	30,167.90
Aldbury	464.50	461.70
Berkhamsted	8,559.30	8,507.90
Bovingdon	2,086.40	2,073.90
Chipperfield	859.80	854.60
Flamstead	637.40	633.60
Flaunden	173.50	172.50
Great Gaddesden	455.10	452.40
Kings Langley	2,302.00	2,288.20
Little Gaddesden	645.50	641.60
Markyate	1,348.50	1,340.40
Nash Mills	1,240.50	1,233.10
Nettleden with Potten End	802.00	797.20
Northchurch	1,280.50	1,272.80
Tring Rural	662.80	658.80
Tring Town	5,069.40	5,039.00
Wigginton	678.70	674.60
Total	57,615.90	57,270.20

Corporate objectives

Agreement of the Council Tax Base 2019/20 and the Council Tax surplus estimate as at 31 March 2019 supports sound financial planning and achievement of the corporate objective of delivering an efficient and modern Council.

Monitoring Officer/S.151 Officer comments

Monitoring Officer:

No comments to add to the report.

Deputy S.151 Officer

This is a Section 151 Officer Report.

Advice

Cllr Elliot introduced the report and advised its purpose is to agree the Council Tax forecast surplus for 31st March 2019.

Recommendations agreed.

Voting

None.

CA/128/18 COMMITTEE TIMETABLE 2019/20

Decision

That Cabinet recommends Council approve the Meeting Timetable for 2019/20 as set out in Appendix A to this report.

Corporate objectives

The various meetings of the Council, Cabinet and Committees support the achievement of the Council's Corporate Objectives.

Monitoring Officer/S.151 Officer comments

Monitoring Officer:

No comments to add to the report.

Deputy S.151 Officer

No further comments to add to the report.

Advice

Cllr Collins introduced the timetable and invited questions; there were none.

Recommendation agreed.

Voting

None.

CA/129/18 CABINET FORWARD PLAN

Cllr Sutton referred to Item 8 - update on HLF bid for The Bury and advised this is in the plan as a holding position; waiting for response from HLF which is expected before Christmas and noted that should that be delayed in any way may the item may have to be put back.

Cllr Douris noted some typos; Items 6 & 7 showing deadlines of 2018, should be showing 2019.

Cllr Harden requested an item be added to February; Senior Officers Pay 19/20

CA/130/18 UPDATED FORWARD PLAN

The Meeting ended at 7.45 pm

CABINET FORWARD PLAN

	DATE	MATTERS FOR CONSIDERATION	Decision Making Process	Reports to Monitoring Officer/ S.151 Officer	CONTACT DETAILS	BACKGROUND INFORMATION
1.	29/01/19	Statement of Community Involvement Update		10/01/19	James Doe, Assistant Director Planning, Development & Regeneration 01442 228583 James.doe@dacorum.gov.uk Chris Taylor, Group Manager Strategic Planning & Regeneration 01442 228000 Chris.taylor@dacorum.gov.uk	To update the Council's policy for public consultation and engagement on development planning and planning applications
2.	29/01/19	New Build Update		10/01/19	Fiona Williamson, Assistant Director Housing 01442 228855 Fiona.williamson@dacorum.gov.uk	To provide an update on the Council Housing New Build Programme within the Borough
3.	29/01/18	Cemetery Expansion and Crematorium		10/01/19	Nigel Howcutt, Assistant Director Finance & Resources 01442 228662 Nigel.howcutt@dacorum.gov.uk	To update Members on the expansion of Woodwells Cemetery and the potential development of a crematorium
4.	29/01/19	HMO Licensing Fees		10/01/19	Fiona Williamson, Assistant Director Housing 01442 228855 Fiona.williamson@dacorum.gov.uk	To set out the proposed revision of licence fees payable by landlords of Housing in Multiple Occupation
5.	29/01/19	Food Waste for Flats		10/01/19	David Austin, Assistant Director Neighbourhood Delivery, 01442 228355 david.austin@dacorum.gov.uk	To seek approval for the rollout of food waste collection to flats in the Borough.
6.	12/02/19	Budget		24/01/19	James Deane, Corporate Director Finance & Operations 01442 228278 james.deane@dacorum.gov.uk	To recommend the 2019/20 budget.
7.	12/02/19	Period 9 Budget Monitoring Report (Part 1 and 2)		24/01/19	Nigel Howcutt, Assistant Director Finance & Resources 01442 228662 Nigel.howcutt@dacorum.gov.uk	To review the councils forecast outturn position at the end of the third quarter
8.	12/02/19	Local Plan Update		24/01/19	James Doe, Assistant Director Planning, Development & Regeneration 01442 228583 James.doe@dacorum.gov.uk	To report to Cabinet on progress with preparing the new Local Plan for the Borough
9.	12/02/19	Senior Officer Pay 2019/20		24/01/19		
10.	12/02/19	Update on HLF Bid for the Bury Project and Next Steps		24/01/19	James Doe, Assistant Director Planning, Development & Regeneration 01442 228583 James.doe@dacorum.gov.uk	To be provided
11.	12/02/19	Growth and Infrastructure Strategy		24/01/19	Chris Taylor, Group Manager Strategic Planning & Regeneration 01442 228000 Chris.taylor@dacorum.gov.uk Mark Gaynor, Corporate Director for Housing and Regeneration 01442 228575 Mark.gaynor@dacorum.gov.uk	Sets out how the Council will plan how to meet the service demands arising from growth and the delivery of essential infrastructure

	DATE	MATTERS FOR CONSIDERATION	Decision Making Process	Reports to Monitoring Officer/ S.151 Officer	CONTACT DETAILS	BACKGROUND INFORMATION
12.	12/02/19	New Normal		24/01/19	Linda Roberts, Assistant Director People, Performance & Innovation 01442 228979 Linda.roberts@dacorum.gov.uk	To inform members about the New Normal Programme which is a council wide approach to continuous improvement and change management
13.	19/03/19	Dog PSPO		28/02/19	David Austin, Assistant Director Neighbourhood Delivery, 01442 228355 david.austin@dacorum.gov.uk	To seek approval for a new PSPO in the Borough relating to dogs following public consultation over the summer.
14.	19/03/19	Longdean Dual Use Agreement (Part 2)		28/02/19	Mark Brookes, Assistant Director Corporate & Contracted Services 01442 228236 mark.brookes@dacorum.gov.uk	To be provided
15.	19/03/19	New Build Update (Part 1 and 2)		28/02/19	Fiona Williamson, Assistant Director Housing 01442 228855 Fiona.williamson@dacorum.gov.uk	To provide members with the progress on New Build schemes and the proposed pipeline of developments.
16.	23/04/19			04/04/19		

Future Cabinet Dates 2019: 21 May

Future Items:

Vehicle Repair Shop (D Austin) - To approve the maintenance and repair of equipment used by the Clean Safe and Green service being brought back in house
Private Sector Housing Strategy - 21 May
South West Herts Joint Strategic Plan (J Doe)
Car Parking Supplementary (J Doe)



Report for:	Cabinet
Date of meeting:	29 January 2019
PART:	1
If Part II, reason:	N/A

Title of report:	Consideration of revised Statement of Community Involvement (SCI) to guide consultation on planning matters
Contact:	<p>Cllr Graham Sutton: Portfolio Holder for Planning & Regeneration</p> <p>Author/Responsible Officers: James Doe: Assistant Director, Planning, Development and Regeneration Andrew Horner: Team Leader, Strategic Planning and Regeneration</p>
Purpose of report:	That Cabinet consider the draft revised Statement of Community Involvement (SCI) and agree arrangements for seeking feedback on this.
Recommendations:	<p>That Cabinet:</p> <ol style="list-style-type: none"> 1. Agree the draft revised SCI for focussed consultation; 2. Delegate authority to the Assistant Director – Planning, Development and Regeneration (in consultation with the Planning and Regeneration Portfolio Holder) to agree the arrangements for focussed consultation on the draft SCI; and 3. Delegate authority to the Assistant Director – Planning, Development and Regeneration (in consultation with the Planning and Regeneration Portfolio Holder) to make any additional minor modifications required to the SCI prior to consultation (i.e. to ensure the text of the plan is up-to-date)
Corporate objectives:	<p>The Council's Local Plan (which the SCI forms one of the documents of) helps support all 5 corporate objectives:</p> <ul style="list-style-type: none"> • <i>Safe and clean environment</i>: e.g. contains policies relating to the design and layout of new development that promote security and safe access; • <i>Community Capacity</i>: e.g. provide a framework for local

	<p>communities to prepare area-specific guidance such as Neighbourhood Plans, Town / Village Plans etc.;</p> <ul style="list-style-type: none"> • <i>Affordable housing</i>: e.g. sets the Borough's overall housing target and the proportion of new homes that must be affordable; • <i>Dacorum delivers</i>: e.g. provides a clear framework upon which planning decisions can be made; and • <i>Regeneration</i>: e.g. sets the planning framework for key regeneration projects, such as Hemel Hempstead town centre and the Maylands Business Park.
<p>Implications:</p>	<p><u>Financial</u> There are no direct financial implications relating to the preparation of the draft revised SCI. However, there are implications for the consultation arrangements set out within it: and the need to balance public expectations regarding the types of consultation techniques used against the costs involved.</p> <p><u>Value for money</u> The SCI sets out the range of consultation techniques that will be used within the planning process and the need to ensure that these are fit for purpose and proportionate in terms of the scale and nature of the planning issue(s) involved.</p> <p><u>Legal</u> The production on an SCI is a legal requirement. Compliance with this by having an up-to-date SCI assists the Council in defending objections and appeals against its planning decisions. Conversely, failure to comply with the standards and processes set out within the SCI could result in legal action being taken by aggrieved third parties against the Council.</p> <p><u>Staff</u> No direct implications for staffing. However, all staff and elected Members need to be aware of the content of the SCI and follow processes and procedures within it.</p> <p><u>Land</u> No direct implications, although the planning documents and proposals that will be subject to consultation processes set out in this SCI will have implications for the future use of land.</p>
<p>Risk implications:</p>	<p>The Local Development Scheme contains its own detailed risk assessment for plan making documents.</p> <p>The Council must ensure that the Plan's proposals comply with Government policy, are founded on robust evidence, such as that detailing housing, employment and infrastructure requirements and follow all statutory requirements regarding public consultation, publication, public examination etc (as set out in the relevant regulations and adopted SCI).</p> <p>The Authority Monitoring Report reviews the risks inherent in</p>

	<p>preparing and delivering the Local Plan. Monitoring of development is a source of information which, properly used, can assist risk reduction – i.e. it checks whether progress and control of development has been successful and can indicate where change (in policy or process) may be beneficial. Regular monitoring is also able to inform future Local Plan and planning policy document review.</p>
Community Impact Assessment:	<p>A full Sustainability Appraisal (SA) must be carried out as part of the Local Plan process. The SA looks at social, environmental and economic impacts in detail and is scrutinised at the Local Plan examination by an independent inspector.</p> <p>The Council has undertaken a Community Impact Assessment to support this draft revised SCI and associated Cabinet Report.</p>
Health and safety implications:	<p>No direct implications as a result of this report. There may be indirect implications relating to different types of consultation techniques and the choice of event venues.</p>
Monitoring Officer/S.151 Officer comments:	<p><u>Deputy Monitoring Officer</u></p> <p>As pointed out in the implications section of this report, a SCI is a legal requirement resulting from various pieces of legislation. Since adoption, legislation has moved on, not least in the area of data protection, so a review at this stage is sensible</p> <p><u>Deputy Section 151 Officer</u></p> <p>There are no direct financial consequences of this report.</p>
Consultees:	<p>The draft revised SCI has been discussed internally with the following teams:</p> <ul style="list-style-type: none"> • Communications • Strategic Planning and Regeneration • Development Management • Legal <p>The intention of this report is to gain permission from Cabinet to formally undertake focused consultation with relevant external groups, including developers and agents, community groups and Town and Parish Councils.</p>
Background papers:	<ul style="list-style-type: none"> • Adopted Local Development Scheme (July 2018) • Adopted Core Strategy (September 2013) • Adopted Site Allocations DPD (July 2017) • Dacorum Borough Local Plan (April 2004) • Authority Monitoring Report 2016/17 • National Planning Policy Framework (NPPF) • Planning and Compulsory Purchase Act 2004. • Planning Act 2008 • Town and Country Planning (Local Planning) (England) Regulations 2012 • Town and Country Planning (Development Management Procedure) (England) Order 2015 • Listed Buildings and Conservation Area Regulations

	1990
Glossary of acronyms and any other abbreviations used in this report:	<ul style="list-style-type: none"> • AMR - Authority Monitoring Report • LDS - Local Development Scheme • SCI - Statement of Community Involvement • SPD - Supplementary Planning Document • NPPF - National Planning Policy Framework • PPG - National Planning Practice Guidance • JSP - Joint Strategic Plan <i>(for SW Herts)</i> • SA - Sustainability Appraisal

Background

1.0 The role of the Statement of Community Involvement (SCI)

- 1.1 The purpose of the Statement of Community Involvement (SCI) is to outline the Council's standards for community engagement in the planning process and how we will achieve these standards.
- 1.2 It sets out the Council's approach to community engagement in three parts:
- **Part A: Community Involvement in Dacorum's Plan-making and Planning Policy:** the preparation, alteration and continuing review of planning policy documents including the Dacorum Local Plan;
 - **Part B: Community Involvement in the South West Herts Joint Strategic Plan (JSP);** and
 - **Part C: Community Involvement in the Planning Application Process:** involvement in planning applications.
- 1.3 In particular, it explains:
- **When** we will consult the community in relation to planning applications, development plan documents and supplementary planning documents;
 - **What** publicity and consultation we will expect from applicants before they submit a planning application;
 - **How** we will engage with the community on Local Plans or Neighbourhood Plans;
 - **Who** we will involve at what stage of the process.
- 1.4 All local planning authorities are required to produce an SCI. The legal requirements for consultation, community involvement and planning applications are currently set out in the following legislation:
- **Plan-making:** Planning and Compulsory Purchase Act 2004 (as amended); Town and Country Planning (Local Development) England Regulations 2012 (as amended); Neighbourhood Planning (General) Regulations 2012 (as amended) and:
 - **Planning applications:** Town and Country Planning (Development Management Procedure) (England) Order 2015 (as amended) and Listed Buildings and Conservation Area Regulations 1990 (as amended).
- 1.5 Through the principles and approach to engagement set out in the SCI the Council is seeking to:

- Give those who want to, the opportunity to constructively contribute and participate in the local planning process;
- Commence the engagement process early to enable comments to be made in the initial stages before policies are drawn up, i.e. at the issues and options stage;
- Actively encourage participation from any groups who have in the past been under-represented in the local planning process e.g. young people and people from ethnic minority groups;
- Keep organisations and the public informed about the local planning process and provide feedback on how their comments have been considered;
- Raise awareness of the local planning process;
- Ensure corporate participation;
- Learn from the engagement process and how to improve it;
- Draw from the engagement process, views of other Council services and where possible outside organisations; and
- Enable communities to meaningfully participate and comment on planning applications in the Borough.

1.6 The purpose of engaging on planning policy issues and planning applications is to provide opportunities for constructive contributions and involvement. This is intended to enhance the quality of decision-making by the Council, promote shared responsibility (where appropriate); and raise awareness of the issues and understanding of the planning decisions taken.

2.0 The need to update the SCI

2.1 The Council's current SCI was adopted in 2016. When adopted, it made the commitment to review the document every two years. Since 2016 there have been changes in government policies, guidance and data protection which have implications for the way the Council involves the community in planning matters.

3.0 Key Changes in the Draft Revised SCI

3.1 Much of the text of the previous SCI has been retained, with slight tweaks made to the format to update and include new coverage and simplify the text to make it easier to follow (as necessary).

3.2 The introductory sections of the Draft Revised SCI has been revised to set out a number of 'key principles' upon which the Council will approach community engagement on planning issues. Those principles are:

- **Communicate clearly**
- **Early involvement**
- **Recognising the needs of different groups in the community**

- **Providing clear opportunities for involvement**
- **Ease of access to information**
- **Providing feedback and sharing information**

- 3.3 **Within Part A**, ‘Community Involvement in Dacorum’s Plan-making and Planning Policy’, a number of diagrams have been introduced to help illustrate the opportunities for community engagement associated with different types of planning policy documents the Council may prepare. Further detail has also been added to explain community engagement processes associated with neighbourhood planning and the level of support the Council is able to provide to assist with such plans.
- 3.4 **Within Part B**, ‘Community Involvement in the South West Herts Joint Strategic Plan (JSP)’, this is a new section in the SCI which sets out how the South West Herts authorities will jointly engage with the wider communities across the area as it prepares the new South West Herts Joint Strategic Plan (JSP). In broad terms, the principles of engagement on the SW Herts JSP reflect those which will be followed by the Council in preparing Dacorum’s Local Plan.
- 3.5 **Within Part C**, ‘Community Involvement in the Planning Application process’, the text has been expanded to better explain the types of applications the Council gets involved with, how the council will notify and consult with local people in respect of those applications and the types of comments that can or cannot be taken into account when assessing planning applications. New explanation has been added on what to do if a member of the public considers development may have happened or be happening, without permission.

4.0 Consultation on the Draft Revised SCI

- 4.1 Planning regulations set out the requirement to keep the SCI under review. Whilst there is no requirement in the regulations for Councils to undertake extensive consultation on the SCI, officers consider that due to the SCI containing a set of procedures that will have a direct impact on a range of organisations with an interest in planning matters, it is appropriate to undertake focussed consultation before the final revised document is brought into effect.
- 4.2 Cabinet is therefore requested to agree focussed consultation of the following group /organisations:
- **Specific consultation bodies**, as defined in the Localism Act 2001. This includes adjoining local planning authorities, Hertfordshire County Council and other key bodies such as the Environment Agency, Natural England and Heritage England.
 - **Planning agents and developers**
 - **Town and Parish Councils**
 - **Residents groups and community associations**

- 4.3 Cabinet is also asked to advise Officers if there are any specific groups they wish to ensure are consulted.
- 4.4 It is intended that this consultation is relatively informal in nature: asking for general feedback on the draft document, rather than requiring this feedback to be submitted on a prescribed form. Consultees will however be asked to be as specific as possible in terms of any changes they would like to see incorporated.
- 4.5 The consultation is seeking views on the proposed modifications (tracked changes only). It will not be an opportunity for interested parties to raise matters that relate to the unchanged parts of the SCI.
- 4.6 It is proposed that this consultation runs for a six-week period from February to March 2019. This should enable responses to be considered and any revisions made to the document prior to the final version being put before Cabinet and full Council in summer 2019 (before the pre-submission consultation on the Local Plan is scheduled to take place).

5.0 Recommendation

- 5.1 That the draft revised SCI is approved for focussed public consultation, as set out in para. 4.2 above.

Statement of Community Involvement



INITIALLY ADOPTED JULY 2016

JANUARY 2019: FOCUSED

**CONSULTATION ON TRACKED CHANGES
ONLY**

Foreword

Introduction

The statement of community involvement (SCI) outlines Dacorum Borough Council's standards for involving the community in the planning process and identifies the ways it will achieve these standards.

It sets out the Council's approach to public consultation in two areas of planning:

- 1) The preparation, alteration and continuing documents; and review of its planning policy
- 2) Consultation on planning applications

Consultation Arrangements

This draft document has been published for targeted consultation. Feedback is sought from key groups and organisations who have a particular interest or involvement with planning and development issues. This includes:

- **Specific consultation bodies**, as defined in the Localism Act 2001. This includes adjoining local planning authorities, Hertfordshire County Council and other key bodies such as the Environment Agency, Natural England and Historic England.
- **Planning agents and developers**
- **Town and Parish Councils**
- **Residents groups and community associations**

The consultation is seeking views on the proposed modifications (tracked changes only). It is not an opportunity to raise matters that relate to the unchanged parts of the Statement of Community Involvement.

The consultation runs from xx February until xx March 2019.

Comments received before the xx March 2018 deadline will be reported to the Council's Cabinet and full Council in 2019. Consultation responses will be considered and any necessary changes made to the document prior to its formal adoption by the Council.

Once formally adopted by the Council, the revised SCI will come into force and be used to manage consultation arrangements for both the policy development and decision taking functions of the Council as the local planning authority.

Commented [RW1]: To be updated once agreed by Cabinet

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Glossary

Some of the key terms used within this document are explained below.

Authority Monitoring Report (AMR)	A report produced each year by local authorities, which assesses progress with, and the effectiveness of, its plan making documents. Formerly known as the Annual Monitoring Report.
Community Infrastructure Levy (CIL)	A new charge which local authorities in England and Wales will be empowered, but not required, to charge on most types of new development in their area. CIL charges will be based on simple formulae which relate to the size of the charge to the size and character of the development paying it.
Deposit Point	Locations across the Borough where consultation documents can be viewed.
Environmental Information Regulations (EIR)	Details of what EIR is, when information is covered by the Regulations and which organisations are covered by the Regulations is available at: https://ico.org.uk/for-organisations/guide-to-the-environmental-information-regulations/what-are-the-eir/
Freedom of Information Act (FOIA)	Details of what the FOI Act is, when information is covered by the Act and which organisations are covered by the Act is available at: https://ico.org.uk/for-organisations/guide-to-freedom-of-information/what-is-the-foi-act/
Local Development Scheme (LDS)	This public statement sets out the programme for the preparation of the Local Plan and Local Development Documents.
Local Enterprise Partnership (LEP)	A body, designated by the Secretary of State, established for the purpose of creating or improving the conditions for economic growth in an area.
Local Nature Partnership (LNP)	Partnership organisation with the main aim of improving the range of benefits and services obtained from a healthy natural environment. Also provide local leadership on environmental issues and to contribute to the green economy by linking with LEPs.
Local Plan	Formal plans for a geographical area which are key points of reference when deciding planning applications. May consist of a single document or a set of documents including a Core Strategy, Site Allocations, Development Management Policies and Area Action Plans.
Local Strategic Partnership (LSP)	The Dacorum LSP is a partnership comprising representatives from public and private organisations, business and the voluntary sector and community groups. One of its roles is to prepare and implement the Sustainable Community Strategy.

Minerals and Waste Local Plan	Produced by Hertfordshire County Council, these documents set out plans relating to mineral and waste developments in Hertfordshire.
National Planning Policy Framework (NPPF)	The National Planning Policy Framework sets out the Government's planning policies for England, and how these are expected to be applied. The guidance is to be used by local planning authorities in drawing up plans and determining planning applications.
Neighbourhood Plan	Neighbourhood plans deal with local land use and development issues, rather than strategic issues. They may relate to regeneration or growth. They may cover where new shops, offices or homes should go and what green space should be protected. Plans should be compatible with national policies and policies in the local authority's adopted development plan.
Planning Performance Agreements (PPAs)	Voluntary agreements that commit applicants, local planning authorities and partner organisations to an agreed timetable for determining proposals.
Planning Permission in Principle (PIP)	A new type of permission that is expected to be introduced via the Housing and Planning Bill. It is similar in practice to outline planning permission and is where 'in principle' consent is granted, subject to conditions that the development in question will not begin until certain matters (e.g. access, design, landscaping etc.) have been approved by the Planning Authority.
Programme Officer	Person appointed to assist with all administrative matters related to Examinations of Local Plan Documents.
Supplementary Planning Document (SPD)	SPDs provide more detailed planning guidance to supplement what is in the development plan. They are part of the local planning framework.
Sustainability Appraisal (SA)	An appraisal of local development documents against their environmental, social and economic impacts. This often incorporates Strategic Environmental Assessment (SEA), required for some plans and proposals under European law.

1. Introduction

Dacorum Borough Council is fully committed to working in a clear and transparent way and is keen to assist anyone who may wish to get involved in the planning process.

Role of the SCI:

1.1 The purpose of the Statement of Community Involvement (SCI) is to outline the Council's standards for community involvement in the planning process and to identify ways these standards will be achieved. This SCI reflects the Government's latest planning policy guidance and changes to legislation.

1.2 The SCI sets out the Council's approach to public consultation in two areas of planning:

- **Planning Policies:** the preparation, alteration and continuing review of planning policy documents included within the Local Development Framework (LDF); and
- **Planning Applications:** Consultation on planning applications.

It illustrates how we wish to engage the community, to help them influence new planning policy documents such as the Local Plan and equally important, the ways local people can comment on planning applications which come forward.

1.3 In particular, the SCI sets out the following:

When the community will be consulted in relation to planning applications, development plan documents and supplementary planning documents

What publicity and consultation is expected from applicants before they submit a planning application

How the community will be engaged; and

Who will be involved

1.4 All local planning authorities are required to produce an SCI. The legal requirements for consultation, community involvement and planning applications are currently set out in the following legislation:

- **Plan-making:** Planning and Compulsory Purchase Act 2004; Town and Country Planning (Local Development) England Regulations 2012 (as amended); Neighbourhood Planning (General) Regulations 2012 (as amended); and
- **Planning applications:** Town and Country Planning (Development Management Procedure) (England) Order 2015 (as amended) and Listed Buildings and Conservation Area Regulations 1990 (as amended).

- 1.5 Dacorum's SCI demonstrates how these requirements are taken into account to ensure that, as far as possible, all parts of the community have the opportunity to engage in the process of preparing planning documents and in the decision making process on planning applications.

The role of consultation and community engagement

- 1.6 We wish to ensure that people are involved at the early stage of Local Plan preparation and in the consideration of planning applications. We want them to feel that they can make a real difference to the future of the areas in which they live and work.

- 1.7 Our aspiration is that:

“The community of Dacorum should be enabled to participate meaningfully in the development of planning policies and proposals contained in the Local Plan and to comment or make representations on planning applications in the Borough”.

- 1.8 We want our planning decisions to take proper account of local views. Dacorum Borough Council encourages public involvement in planning matters, both in policy making and in the planning application process. We will do this in various ways and the methods we use to engage with people will vary depending on the nature of the planning issue, stage or process that they are involved with. It is crucial we engage effectively with our local communities in order that they can have the opportunity to have their views taken into account on decisions for development. Through the Statement of Community Involvement the Council will seek to:

Communicate clearly

- Keep the process simple by writing our documents in plain English and explaining any planning terms that we need to use
- Explain clearly what we are consulting you on and the reasons why we want to involve you.

Early Involvement

- Give those who want to, the opportunity to constructively contribute and participate in the local planning process
- Commence the consultation process to enable comments to be made in the early stages before policies are drawn up, i.e. at the issues and options stage

Recognising the needs of different groups in the community

- Communicate in ways that are relevant and accessible to all sections of our community and proportionate to the task
- Actively encourage participation and endeavour to engage with groups in our community who have in the past been under-represented in the

local planning process e.g. young people, disability groups and people from ethnic minority groups

Providing clear opportunities for involvement

- Raise awareness of the local planning process by providing clear and up-to-date information on our consultation processes
- Ensure information is provided at the earliest opportunity and give you time to respond.

Ease of access to information

- Ensure corporate participation and involve you in all stages of plan making
- Learn from what is and isn't successful when engaging with our communities and to seek ways of improving it or for carrying out consultations using different methods
- Keep organisations and the public informed about the local planning process and provide feedback on how their comments have been considered
- Draw from the consultation process, views of other Council services and where possible outside organisations.

Providing feedback and sharing information

- Make our planning documents, background studies and responses to consultations readily available (in the first instance on our website)
- Keep you informed of progress and explain decisions and/or outcomes;
- Protect the personal details of respondents in accordance with the General Data Protection Regulations/Data Protection Act 2018.

We want everyone to have the chance to have their say on the outcome regarding our new plan-making documents and during the determination of the planning applications process. We also want our plan-making and planning decisions to take full account of community views.

- 1.9 Our purpose of consulting on planning policy issues and planning applications is to provide opportunities for constructive contributions and involvement. This will:
- Enhance the quality of decision-making by the Council;
 - Promote shared responsibility (where appropriate); and
 - Raise awareness of the issues and understanding of decisions taken.

Further support available for Planning matters is listed in Appendix 2.

2. About this SCI

Structure of this Document

2.1 Our SCI comprises two parts:

Part A: Community Involvement in the Preparation of the Local Plan and Planning Policy

- provides information on how to get involved with and influence the Council as it prepares its Local Plan and other planning policy documents.

Part B: Community Involvement in the Planning Application Process

- provides information on how to become involved with planning applications.

The need to update this SCI

2.2 The Council adopted its first SCI in June 2006. Since then there have been changes in government regulations, policies, guidance and ways of communication which have implications for the way the Council involves the community in planning. These changes in circumstances include:

- **National Requirements:** Dacorum Borough Council has to adhere to and reflect the latest planning legislation and national policy. The National Planning Policy Framework (NPPF) promotes consultation before and after a planning application is submitted and at key stages when preparing the Local Plan and other planning policy documents.
- **Resources:** Consultation is a resource intensive process, therefore practices must be revised due to increasing budget pressures and to ensure consult is carried out in the most efficient way.
- **New technology:** The need to promote and utilise electronic communication techniques and as well as social media, as part of the 'Digital Dacorum' initiative.

An initial update to the SCI was undertaken in 2016 with a focused update in 2019.

Equalities Issues

2.3 The content of the SCI is compliant with the Equalities Act 2010. The purpose of the document is to show how we will engage in consultation with all sections of the community within Dacorum. Equality issues are considered through the sustainability appraisal process whereby the economic, environmental and social effects of the plan making process of a Local Plan will be checked against a series of sustainability criteria. This work will be undertaken by an independent consultant. For all decisions which go through Cabinet, these reports are

accompanied by a Community Impact Assessment (which will influence all major plan making decisions/stages).

Reporting to Council Committees, Cabinet and Full Council

2.4 The Planning and Regeneration team will, at certain key stages of the plan preparation process, report the views and comments expressed during consultation to relevant committees. All reporting of consultation will involve summarising of full responses and will allow all interested parties to understand the range of responses received. These reports will be influential in shaping policy in draft planning documents. Cabinet or Full Council will approve draft and final documents at certain relevant stages of the plan making process.

Monitoring and Review

2.5 The Council considers that this SCI represents a realistic use of the resources available. However, there is some flexibility to undertake additional consultation if required and if sufficient staff and financial resources are available.

2.6 Consultation methods will be assessed for their effectiveness in reaching communities throughout Dacorum through ongoing monitoring and feedback. This will help ensure future consultation targets those groups that have not previously engaged with the consultation process. This will ensure that techniques for community involvement remain appropriate, and are achieving a representative level of involvement across all communities and groups.

2.7 The SCI will be kept under review and sections revised where necessary as part of the Authority Monitoring Report (AMR). This AMR is published as soon as reasonable at the start of each year.

2.7 We will review our SCI frequently (at least every three years) to ensure it remains 'fit for purpose'. Although a full review of the SCI will be carried out if the Government requires us to change who we consult or to use different types of engagement. This review process will involve the parties consulted on this SCI.

PART A: Community Involvement in Dacorum's Plan-making and Planning Policy

- 3.1 Planning Policy involves preparing plans and policies that help to decide where, when and how future development takes place in the Borough. The key planning policy document a Council must prepare is its Local Plan. Once prepared and adopted by the Council, we use those plans and policies to direct decisions on planning applications.
- 3.2 The Government places an emphasis on Councils to seek involvement from local communities on the content of its Local Plan and other planning policy documents at the earliest stage in plan-making. Local communities also have the opportunity to shape the area in which they live and work, by encouraging them to prepare Neighbourhood Plans. The council will support local communities who wish to prepare a neighbourhood plan and has put resources in place to help communities in preparing plans.
- 3.3 Local communities wishing to play an active role in planning for their area can now do two things:
- prepare a Neighbourhood Plan setting out the vision, objectives and planning policies to shape development of their neighbourhood and/or;
 - seek a grant of permission directly for certain types of development in their neighbourhood through a Neighbourhood Development Order (NDO) or a Community Right to Build Order (CRtBO).

3. Who We Consult

- 3.4 We will always ensure that our consultations on planning policy documents are as extensive as possible. Our methods of consultation we will use will vary depending on the nature of the planning policy document, the stage of the document being consulted on and the geographical scope or nature of the planning issue being considered in the document. A Supplementary Planning Document (SPD) for example, may focus on proposals and policies that affect a smaller geographical area, (e.g. a town or parish or a specific location), whereas a Local Plan may focus on policies and proposals that affect the whole district, and/or other neighbouring council areas. In most cases, wider consultation will be carried out where our proposals and/or policies affect a wider geographical area.
- 3.5 Some planning issues may cross administrative boundaries, such as planning for strategic infrastructure or planning for the sustainable development or use of land. We need to take into account our neighbouring council's policies and proposals for addressing these strategic matters in the process of making local plans. This falls under the Duty to Cooperate. The Duty ensures that we will work with our neighbouring councils and other public bodies to plan effectively for sustainable development that extends beyond our own administrative boundaries, for example, by identifying strategic matters that cross administrative boundaries and need to be addressed in our plans. Further information on who we are required to consult with under the Duty is explained in the section below.
- 3.6 To guide the plan-making process, the Council has divided consultees into the first four sub-sections to reflect requirements in government regulations:
- a) Specific Consultation Bodies

- b) General Consultation Bodies
- c) Other Consultation Bodies
- d) Wider community

In addition, other Council departments and elected Members will also be consulted.

3.7 The role and composition of each of these categories is explained further below.

3.8 Specific consultation bodies and general consultation bodies are statutory consultees and if considered relevant to a particular issue or document they must be consulted at a prescribed stage of the document preparation. Equally, by law, businesses and residents in the area should be consulted if it is considered appropriate.

3.9 These lists are not exhaustive and may change over time as a result of organisational restructures and/or legislative change. The bodies consulted will be continually reviewed and updated as appropriate.

(a) Specific Consultation Bodies

3.10 The Localism Act (2011) has introduced the Duty to Co-operate (a legal requirement) which requires planning authorities and other public bodies to actively engage and work jointly on strategic matters. The Government expects councils to work collaboratively with other bodies to ensure that 'cross border' issues that may affect their neighbouring council areas are coordinated effectively and clearly reflect the policies of each of the councils affected. The council works closely with its neighbouring councils, and Hertfordshire County Council, in regard to strategic priorities and areas of common interest. These partnerships help us to meet our Duty to Co-operate.

3.11 Section 110 of the Localism Act and guidance in the National Planning Policy Framework (NPPF) set out the duty to cooperate. This duty requires Dacorum Borough Council to work with neighbouring authorities and other public bodies involved in planning when it comes to tackling issues at a 'larger than local scale'. The bodies that we are bound to work together with by the duty to cooperate are referred to as 'Specific Consultation Bodies.' They comprise:

- Local planning authorities that adjoin the Borough¹;
- Hertfordshire County Council and any other County Councils that adjoin the Borough¹;
- Town and Parish Councils within and adjoining the Borough¹;
- A local policing body;
- The Coal Authority¹;
- The Environment Agency;
- The Historic Buildings and Monument Commission for England (English Heritage - now known as Historic England);
- Natural England;

¹ See Appendix 1 for detailed list of Specific Consultation Bodies

- The Marine Management Organisation¹;
- Network Rail Infrastructure Limited;
- Highways Agency;
- Any person to whom the electronic communications code applies by virtue of a direction given under Section 106 (3) (a) of the Communication Act 2003, and any person who owns or control electronic communications apparatus situated in any part of the area;
- Primary Care Trust²;
- Utilities and service providers; and
- Homes and Communities Agency.

3.12 In addition, the NPPF requires local planning authorities to work collaboratively with Local Nature Partnership (LNP) and Local Enterprise Partnership (LEP).

3.13 The Hertfordshire Local Enterprise Partnership (LEP) is a business-led partnership which aims to accelerate economic growth in the county and create jobs. It has an important role to play in encouraging inward investment, facilitating growth of the local economy and engaging with local businesses. The Council will work in partnership with the LEP in its efforts to consult with the local business community and potential inward investors.

3.14 The Hertfordshire Local Nature Partnership (LNP) is one of a number of LNPs across the country. Their main aims are to improve the range of benefits and services we get from a healthy natural environment, provide local leadership on environmental issues and to contribute to the green economy by linking with LEPs. They will also contribute to local authority planning and co-operate with other partnerships where this results in more efficient use of resources. Partnerships will be fully inclusive with representation from local authorities, community forums, government arms-length bodies, civil society organisations and environmental charities, existing biodiversity and green infrastructure partnerships, land owners, businesses, LEPs, health and wellbeing reps and education establishments.

3.15 Town and Parish Councils are an important set of consultees, as they have a key role to play in voicing community needs and issues. Meetings and information exchanges with Town and Parish Councils are an effective use of resources and assist in developing understanding between the Council and local communities on planning and development matters. The Council recognise that the majority of Hemel Hempstead is un-parished (with the exception of Nash Mills) compared to the rest of Dacorum which is parished. The lack of co-ordinated local representation at this level does somewhat reduce how effective and coordinated any active engagement across the town has been on strategic matters like the Local Plan. It continues to be difficult to find a community focus in the town together with the problem of there only being a limited number of active residents groups. To remedy this, however, ward members and ad hoc social platforms can play their role in helping to disseminate local community information.

¹ These bodies are considered to be of limited relevance to Dacorum due to the nature of the Borough

² Now replaced by the GP Clinical Commissioning Groups (CCGs)

3.16 Although not formally classified as a Specific Consultation Bodies, the Chilterns Conservation Board will also be notified with regard to planning policy consultations that could affect their areas of interest.

(b) General Consultation Bodies

3.17 The Council must also ensure it consults the following groups:

- Voluntary bodies, some or all of whose activities benefits any part of the area;
- Bodies which represent the interest of:
 - different ethnic or national groups in the area;
 - different religious groups in the area;
 - disabled people in the area
- Persons carrying on businesses in the area.

(c) Other Consultation Bodies

3.18 Whilst not a requirement of Government regulations, the Council will also seek to consult the known interested parties, groups and organisations who may have an interest in planning policy matters:

- Environmental groups;
- Groups representing users, and the providers, of leisure, sport and recreation
- Health, education, social service and community based service providers
- Cultural, historical and archaeological groups or bodies
- Tenants panels
- Local residents and community associations
- Registered social landlords
- House builders and developers
- Landowners and land agents
- Public transport users and providers
- Groups representing retired and elderly persons
- Groups representing young people
- The Local Strategic Partnership (LSP).

(d) Wider Community

3.19 It is very important that the wider local community – people who live, work, run businesses and study in the borough are consulted. We always look to understand whom we need to try and talk to in the local community in order to ensure that we consult in the most effective way. This can include local residents; local interest groups; local businesses; local community groups and organisations. In certain circumstances we will seek to encourage higher response rates through focused consultation/engagement or publicity in areas which have historically and repeatedly been disproportionately underrepresented. For such areas, we will engage with our Communications

Team to identify a communications plan/strategy appropriate to the coverage/type of policy document being consulted upon.

3.20 The Strategic Planning team maintain an electronic database of consultees to involve at various stages of the plan making process. Members of the public who would like to be notified about planning consultations and the progress of documents can add their details to this database. This is referred to as the Local Plan consultation database.

To add yourself please visit:

<http://consult.dacorum.gov.uk/common/register.jsp>

Alternatively, those wishing to be added to, or deleted from this list should contact the Council at:

Email: strategic.planning@dacorum.gov.uk

Phone: 01442 228660

Write to: Strategic Planning
Dacorum Borough Council
The Forum
Marlowes
Hemel Hempstead. HP1 1DN

(e) Other Council Departments and Councillors

3.21 Relevant Council departments and key elected Members will be consulted through the preparation of new planning policies and guidance. Borough Councillors represent their constituents and therefore understand the communities they represent. A Member steering group (known as a Task and Finish Group) may be used to consider detailed issues and provide informal advice to Officers during the development of a Local Plan.

4. How We Will consult with you

Efficient Use of Resources

- 4.1 Consultation and the appropriate methods used at any particular stage will depend on:
- Geographic coverage of the document
 - Stage of the planning process reached
 - Nature of topic/area being considered
 - The appropriateness of the method for that particular consultation
 - Availability of resources
- 4.2 When preparing planning policy documents, the Council needs to balance the extent of community engagement with the available staffing and financial resources. Staff within the planning policy team will primarily be responsible for carrying out the consultation processes for the Local Plan.
- 4.3 In order to avoid consultation fatigue we will maximise opportunities for joint consultation within the Council and with our partners or rely on consultations carried out by other parts of the Council if appropriate for the topic.
- 4.4 Resources will be targeted to where they will be used most effectively. Workshops and focus groups are resource intensive and will therefore be used where a more considered response is required or where there is an opportunity to consider a topic in more depth to encourage greater participation from particular sections of the community.

Methods of Communication

- 4.5 Since the first Statement of Community was adopted in 2006, methods of interaction and communication with you have significantly changed. Internet access has increased and so our communication with you through digital means has increased with a shift towards online services and the Council will make best use of our website for planning consultations. All planning documents are available to view and access from our website: www.dacorum.gov.uk/planningpolicy or <http://consult.dacorum.gov.uk/portal>.
- 4.6 However, the Council recognises not all residents will have access to the internet. Therefore documents will also be made available in a variety of formats to enable widest possible audience to provide feedback on planning consultations. Particular efforts will be focused towards reaching 'hard to reach groups' such as young people, elderly people and those from ethnic minorities who do not often take part in planning consultations. Table 1 below explains the types of communications methods that will be used.

Table 1: Methods of Communication During Consultation

Method	Explanation
PAPER	
Documents made available for inspection	<p>Making documents available for inspection at specified 'Deposit Points' within the Borough is a minimum requirement set by planning regulations. Deposit points¹ are the Borough Council Offices in Hemel Hempstead, Berkhamsted and Tring. All three locations are accessible to people with disabilities.</p> <p>Copies of documents are also sent to local libraries² within the area and are usually held within the reference section.</p> <p>The availability of documents and opening times of the Deposit Points will be advertised in a number of ways, including letter / email, via the Council's website at www.dacorum.gov.uk/planningpolicy, through statutory notices within the local press and, where possible, through Dacorum Digest (see below).</p> <p>Charges will apply for printed copies and background paper requests. The Regulations allow for a reasonable charge to be made for copies of documents requested by individuals or organisations. When providing printed copies, we must seek to cover our own costs – costs will be calculated on a case by case basis.</p>
Summary documents and questionnaires	<p>Summary documents and response forms/questionnaires will be made available on the Council's website at: www.dacorum.gov.uk/planningpolicy. These documents may be provided and posted out where necessary. Where these are not posted out, information regarding how to access such documents will be made available at deposit points and the Council's website during the course of a consultation.</p>
Mail Shots (letters and emails)	<p>Mail shots are used to notify relevant bodies of planning policy consultation events (depending on the issues raised), and are mainly used for statutory notification or to communicate with a specific group of bodies.</p> <p>The Council maintains a consultee database with those individuals and groups who wish to be informed of various stages of the Local Plan process. Before the start of the consultation, we will always notify statutory consultees, and those registered on our consultation database for planning policy matters, of the commencement dates and period for comment, along with clear guidance regarding how to comment.</p> <p>Email is an increasingly preferred means of communication on planning policy consultations. Email is a resource saving, quick and accurate way of communication with the public and various stakeholders.</p> <p>The Council will not send notifications by post where a valid email address is held. Where possible the Council will use email as opposed to posting hard copy documents and letters in order to support its move towards being a</p>

¹ As at August 2018:

The Forum, Marlowes, Hemel Hempstead, HP1 1DN
(Opening hours: Monday to Thursday: 8.45am to 5.15pm and Friday: 8.45am to 4.45pm)

Berkhamsted Civic Centre, 161 High Street, Berkhamsted, HP4 3HD
(Opening hours: Monday: 9.00am to 12.30pm, 1.30pm to 5.00pm; Tuesday 9.30am to 2.00pm and Thursday: 9.30am to 2.00pm)

Victoria Hall, Akeman Street, Tring, HP23 6AA
(Opening hours: Monday: 9.00am to 12.30pm, 1.30pm to 5.00pm; Wednesday: 9.30am to 2.00pm and Friday: 9.30am to 2.00pm)

² Hemel Hempstead Libraries (The Forum, Adeyfield and Leverstock Green Library), Berkhamsted Library, Tring Library, Bovington Library and Kings Langley Library.

Method	Explanation
	paperless authority. Where no email address is held, the Council will send a letter to interested consultees via the post.
Newspapers	<p>It is no longer a statutory requirement for local authorities to advertise consultation on planning policy documents in the local press. However, where appropriate the Council may decide to place an advert in the statutory notices page of The Gazette and St Albans Review (these are known as Public Notices). These notices will include information about where information can be found and consultation deadlines.</p> <p>Press releases will also usually be issued to the local media: although it will be a matter for the newspapers, local radio and television to decide if they wish to provide coverage of the story.</p> <p>Information will also be included in the Council newspaper – Dacorum Digest – which is delivered to every household in the Borough on a six monthly basis. These can be viewed at: http://www.dacorum.gov.uk/home/dacorum-digest. Articles will also be included in our monthly e-newsletter (Digital Digest). Articles will inform the community of the issues under discussion, how to access information and how they can become involved. This provides a useful method of alerting the community to any forthcoming publications as well as providing updates on the results of previous consultation.</p> <p>Where appropriate, the Council may place informal notices in other newspapers circulating in the District. For example, provide supporting information to town and parish newsletters.</p>
Newsletters	<p>Town and Parish Councils and Ward Councillors in non-parished areas, will be encouraged to help raise the profile of consultation via their newsletters – both paper and online. Officers will provide assistance in writing articles and providing web links as required.</p> <p>A new Local Plan newsletter will provide regular updates for those who hold a valid email address on our Local plan consultation database. These newsletters will also be made available on our website at: www.dacorum.gov.uk/planningpolicy.</p>
DIGITAL	
Dacorum website and interactive online consultation portal	<p>Digital communication is becoming an increasingly important method of interaction, and is being promoted through the 'Digital Dacorum' initiative.</p> <p>The Council publicises information on forthcoming consultations, including start and finish times on the Planning Policies web page of its website: www.dacorum.gov.uk/planningpolicy. While individuals can 'provide feedback on our webpages', these comments may not be taken as comments being made to any formal planning policy consultations.</p> <p>All Planning policy documents, consultation documents and supporting information will be made available, together with a direct link to our interactive online consultation portal.</p> <p>Our consultation portal lists all planning policy consultations in one place, making it accessible and easy for people to comment online. By registering your details on this website individuals and organisations will also be directly notified of all forthcoming planning policy consultations they may be interested in. The feedback received on each consultation can also be read via this portal. The link to the online portal is: http://consult.dacorum.gov.uk/portal.</p>

Method	Explanation
	Where appropriate links will be provided to this information from the Council's homepage, Planning News page, and Dacorum's current consultation page (available at: www.dacorum.gov.uk/home/do-it-online/consultation-feedback/current-consultation).
Social Media	<p>With an increasing number of residents and businesses using various forms of social media, consultation notifications will be posted on the Council's social media pages (e.g. Facebook and Twitter). This will be used to link to our webpages which will inform people of upcoming consultation events, where they can view particular documents, how they can submit comments and where any exhibitions and workshops will be held.</p> <p>Follow us on Twitter at: @DacorumBC or Facebook at: www.facebook.com/dacorum. Any comments made to Council posts on social media will not be taken as comments being made to any formal planning policy consultations.</p>
FACE TO FACE	
Meetings with selected stakeholders and key interest groups	<p>This provides a useful way of identifying key issues, getting key bodies involved and achieving alignment with other strategies and initiatives. In certain circumstances, public or identified stakeholder meetings may be held. Discussion groups can also provide an opportunity to receive feedback on specific topic areas.</p> <p>The Council hosts an annual Town and Parish Conference which provides a useful forum to raise and discuss planning and development matters.</p>
Focus Groups/ Workshops /	Workshops and focus groups enable a range of stakeholders, including local residents, to influence and shape proposals in a way that helps meet their aspirations and concerns. These events are usually more helpful when held early on in the plan-making process. This could include targeted work with community and voluntary organisations (e.g. access groups).
Exhibitions	Whilst not suitable or necessary for all consultations, exhibitions provide a useful way of conveying key pieces of information and providing a mechanism for stakeholders to understand the role and content of the consultation and discuss issues with Officers. Public exhibitions can be either staffed (e.g. market stalls) and unstaffed (static exhibitions).

Engaging with everyone

4.7 Dacorum Borough Council recognises that the planning system can seem complex and confusing, so will try to make consultation documents as accessible as it can. Table 2 sets out some of the potential challenges facing the Council and the solutions that will be put in place to help maximise consultation participation.

Table 2: Methods to Overcome Consultation Challenges

Nature of Challenge	Solution
Language barriers may affect the community's ability to understand oral and written communications.	If you would like this information in another format, such as CD (audio) or in another language please contact strategic.planning@dacorum.gov.uk . The Strategic Planning team are able to explain and assist interpretation of planning policy, if required.
Low uptake of online services due to low incomes or lack of IT skills.	Documents will be made available in paper form as well as online. The community is able to access online services by using the public computers at either Dacorum's council offices or within the local libraries.
Young people are less responsive to traditional forms of consultation.	Innovative and interactive consultation methods will need to be employed to engage this section of the community, including increasing use of social media.
Varied working hours and other commitments.	Use of the Council's website and online consultation portal will help ensure people with work and other commitments can be involved in consultations. Where possible, exhibitions will run from daytime into evenings to provide all interested parties with the greatest opportunity to attend.
Certain stakeholders or interested parties dominating consultation for example, some areas may be dominated by business and some by residents.	A mix of consultation to be used to ensure effective coverage of interested parties (e.g. residents and businesses) and encourage feedback from both communities
Lack of public understanding of the planning system	Unnecessary technical jargon will be avoided. Where appropriate, summary documents will be made available.

4. When We Will Consult

Introduction

- 4.1 We will consult on our Planning Policy documents at the relevant stages of plan-making, and we will be guided by up to date legislation and Government guidance.
- 4.2 We will carry out Planning Policy consultations in line with the principles for engagement as set out in this SCI, and in accordance with the latest timetable agreed in our Local Development Scheme (LDS).
- 4.3 Consultation periods differ depending on the nature of the planning policy document being consulted upon. Some may be very focused consultations while others may seek to engage the full community (it will depend on the content of the document). Legislation currently requires us to consult on planning policy documents for a minimum statutory period (see Table 3).

Table 3: Minimum Statutory Period for Consultation on Planning Policy Documents

Planning Policy Document	Minimum Statutory Period for public consultation
Development Plan Document (DPD) (e.g. Dacorum Borough Local Plan, Core Strategy, Site Allocations Document or an Action Area Plan)	6 weeks
Supplementary Planning Document (SPD) (e.g. A site development brief or a 'theme-specific' document such as the Affordable Housing SPD)	4 weeks
Community Infrastructure Levy (CIL)	4 weeks
Scoping of Sustainability Appraisal/Strategic Environmental Assessment	5 weeks
Local Development Order (LDO)	28 days
Neighbourhood Plan Area Designation	4-6 weeks (when necessary)
Draft Neighbourhood Plan/Neighbourhood Development Order (NDO) (i.e. pre-submission; publication)	6 weeks
Community Right to Build Order (i.e. pre-submission; publication)	6 weeks
Statement of Community Involvement (SCI)	6 weeks

- 4.4 The statutory periods in Table 3 are currently guided by the relevant and up to date regulations. Should an update to the relevant legislation indicate any changes to the periods for consultation, we will ensure this is reflected in any forthcoming Planning Policy consultations that we undertake (and then in due course, seek to update the SCI to reflect this).

4.5 We may seek to extend our consultations in certain circumstances, for example, where a public holiday, or a school holiday, falls within the consultation period. We always try to minimise undertaking consultations during holiday periods, however in the event that our consultations do cross over a holiday period we will always seek to extend the deadline to account for this. All of our consultations will run for at least two weeks outside of the school holiday period.

How can I see comments made on Planning Policy documents by others?

4.6 The comments we receive on our planning policy documents will be made publically available online at the earliest opportunity, once the consultation has finished. The comments will be made available to view at: <http://consult.dacorum.gov.uk/portal>.

How will we respond to you when you comment on a Planning Policy document?

4.7 For consultations on matters related to plan-making, we do receive a high volume of correspondence, and it is difficult to respond to each individual comment that we receive on a particular consultation. All consultation responses received within the allocated timescale will be acknowledged and taken into account to inform the decisions the Council makes. All comments received will be made publically available via the consultation portal and hard copies made available for public inspection at the Council offices.

4.8 We therefore publish a summary of the responses we receive from consultations at each stage of consultation. These are called Consultation Statements.

4.9 Each Consultation Statement sets out how the comments made during the consultation have been considered by the Council before moving to the next stage of plan-making. This will provide information about:

- Who was consulted;
- Consultation techniques used;
- Dates of consultation period(s); and
- The main issues raised and Council's response to these.

These consultation reports will assist Officers and elected Members in deciding what changes may need to be made to a planning policy document before it is progressed. We make our Consultation Statements available on our website at: www.dacorum.gov.uk/planningpolicy. This can be electronically viewed from our council offices and local libraries.

4.23 These consultation reports will assist elected Members in deciding what changes may need to be made to a document before it is adopted.

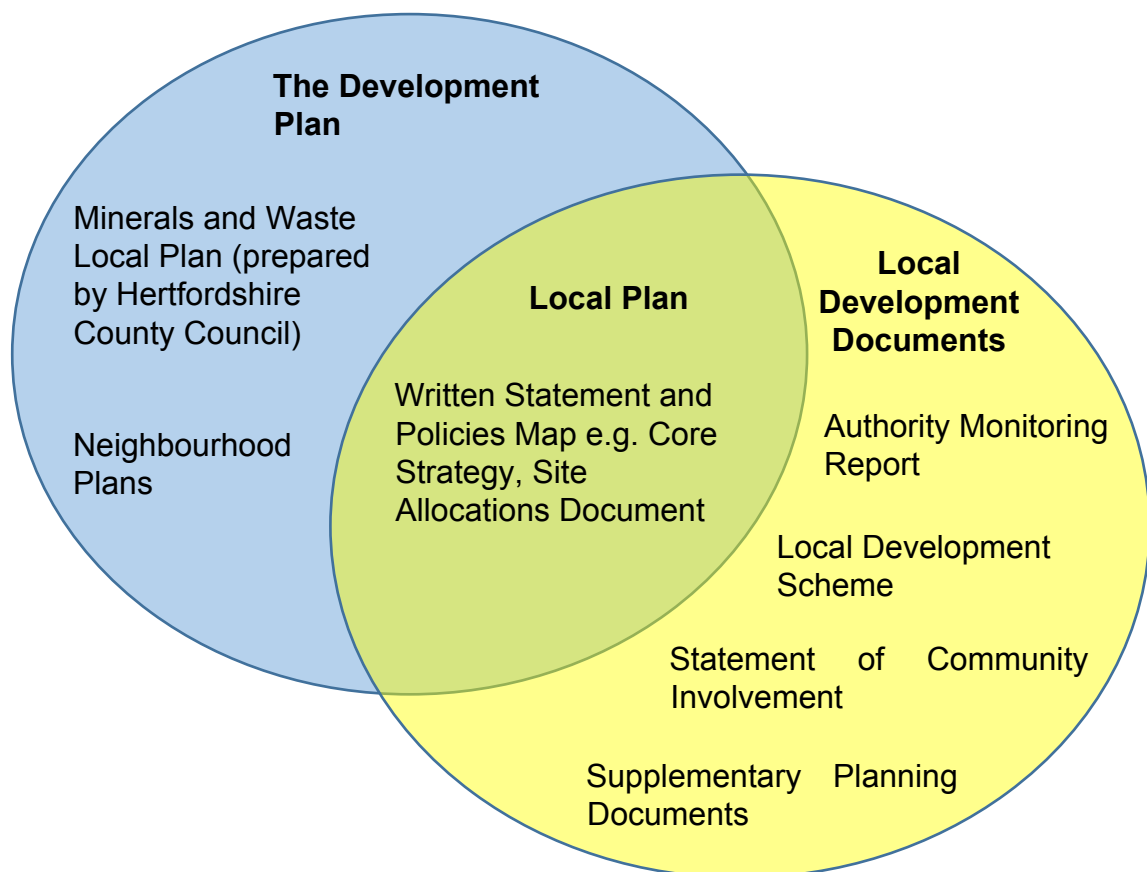
4.24 Any decisions made by the Council following consultation will also take into account a number of external factors including government policies, guidance, technical evidence and the Sustainability Appraisal.

What kinds of Planning Policy documents are prepared?

4.10 As a local planning authority, Dacorum Borough Council is required to produce plans about new development in the area over a 15-20 year period. These plans need to assess the type and quantity of new housing, ensure there is sufficient land for employment needs, decide where to locate new development and enable delivery of other facilities that will be required by the development (shops, open space, community infrastructure, utilities etc.). Whilst delivering such plans it is essential that Borough's character and environment is conserved and where possible enhanced, ensuring that Dacorum remains a place where people wish to continue to live and work in the future. Involving the local community and other interest groups in these plans is very important.

4.11 A number of different types of planning documents will be prepared (see Figure 1).

Figure 1: Types of Plan Making Document



4.12 As illustrated above, Government classifies some documents as Local Development Documents (LDD), whilst others are called Development Plan Documents (DPD). The Local Plan is both a Local Development Documents and Development Plan Documents.

4.13 DPDs are the main documents the Council will use when determining planning applications. LDDs play a supporting role: providing additional planning advice

or information relating the preparation and performance of the Local Plan. Further information on the different documents is set out below.

Local Plan

- 4.14 Dacorum Borough Council has begun work on a new Local Plan. This will incorporate the early partial review of the Core Strategy adopted in September 2013. This new Local Plan will be pivotal to delivering Dacorum Borough Council's vision for the next 15-20 years. It is expected that the plan will comprise a single written document, with an associated Policies Map, rather than a series of separate documents. Where appropriate, it will be supported by appropriate Supplementary Planning Documents (see below).
- 4.15 The Local Plan will contain planning policies, site allocations and other designations, all of which will be taken into account when deciding planning applications.
- 4.16 It will be subject to rigorous procedures including public consultation with the community and examination by an independent Inspector. It must be found 'sound' by the Inspector before it can be adopted by the Council.
- 4.17 The Local Plan also requires a Sustainable Appraisal (incorporating Strategic Environmental Assessment) where the economic, social and environmental impacts of a plan are considered. This Sustainability Appraisal must also be made available as part of the consultation. The council will consult on draft SA/SEA reports alongside the draft version of the plan to which it relates. For example, the SA Report will be published alongside the Publication Version of a Local Plan. It may also be appropriate to publish any SEA reports alongside earlier versions of the consultation documents. To view the stages in preparing an Sustainable Appraisal (incorporating Strategic Environmental Assessment), please see Appendix 3.
- 4.18 Arrangements for consultation will depend on which stage the plan has reached (see Figure 2). These arrangements are summarised below. References to regulations relate to the Town and Country Planning (Local Planning) (England) Regulations 2012.

Figure 2: Stages in preparing the Local Plan



To view these stages in greater level of detail, please see Appendix 3

Stage 1: Prepare Plan (Regulation 18)

This stage covers the 'Issues and Options' stage (as well as what was referred to as 'Preferred Options' stage) and also any draft plans published for comment.

Whilst the plan is being prepared, it is important that the local community have the opportunity to identify local issues and influence options for future development and examine the emerging technical evidence.

What will Dacorum Borough Council do?

- Maintain and update our Local Plan consultation database.
- Advertise any consultation and clearly identify how and where material can be viewed and accessed.
- Ensure compliance with current planning regulations, consulting more widely where it is relevant to do so.
- Make the plan and supporting documents available online and in printed copy if necessary.
- Make summary documents, maps and diagrams explaining key issues publically available online and printed if necessary.
- Take comments received into account alongside technical evidence and national policies and guidance.
- Where relevant, prepare a Consultation Report setting out the consultation processes, summarising the main issues raised and the Council's response.

Who will Dacorum Borough Council Consult?

- Consult specific, general and other consultation bodies where appropriate (full list in Section 3 of this document).
- Consult the wider community at least once during this stage in the production of the document.

How will Dacorum Borough Council Consult?

A wide range of types of consultation will be used during this stage in order to understand key issues and views. Methods will include one or more of the following:

- Contact persons registered on the Council's Local Plan consultation database (by letter or email) and via the online consultation portal.
- Events, displays, exhibitions, surveys and meetings as appropriate.
- Surveys and questionnaires.
- Workshops or focus groups.
- Drop-in events, displays or exhibitions.
- Make plans available on our website and at deposit points.
- Targeted measures for hard to reach groups.
- Raise awareness of consultation via the Council's social media platforms.

Stage 2: Publish Proposed Submission (Regulations 19, 20 and 22)

This stage is often referred to as 'Pre-Submission.'

Dacorum Borough Council will prepare and consult on the final draft of the plan prior to submission to the Secretary of State for Examination. Representations submitted at this stage will be forwarded to the Planning Inspector.

What will Dacorum Borough Council do?

- Consult on the plan for at least 6 weeks.
- Publicise where and when the documents can be inspected through what is called a 'Statement of Representations Procedure.'
- Make the plan and supporting documents available online and in printed copy if necessary.
- When appropriate, publish summary documents, maps and diagrams explaining key issues.
- Raise awareness of consultation via the Council's social media platforms.
- Take into account all comments made within the consultation period and if necessary, make changes to the plan before it is submitted to the Secretary of State. Prepare a Consultation Report setting out the consultation processes, summarising the main issues raised and the Council's response.
- Notify consultees of the submission of the plan by letter or email.

Who will Dacorum Borough Council consult?

- All consultees listed in Section 3 of this document, including all who submitted comments at earlier stages.

How will Dacorum Borough Council consult?

- Contact persons registered on the Council's consultation database (by letter or email) and via the online consultation portal.
- Make plans available on our website and at deposit points.
- Raise awareness of consultation via the Council's social media platforms.

Stage 3: Examination (Regulations 23 and 24)

Dacorum Borough Council is required to submit a plan and supporting information to the Secretary of State for a public examination. The independently appointed Inspector will take into account written comments on the plan and if invited by the Inspector, those who commented can also appear at the examination to speak in support of, or against the plan.

What will Dacorum Borough Council do?

- Make a copy of the full Examination library supporting the plan available online and at the Borough Council offices in Hemel Hempstead.
- Appoint a Programme Officer who will publish full details of the Examination of the Plan on the Council's website.

Stage 3 continued: Examination (Regulations 23 and 24)

- Ensure everyone who commented on the plan at Proposed Submission stage is aware of the Examination at least 6 weeks in advance.

Who will Dacorum Borough Council consult?

- Specific, general and other consultation bodies who previously were invited to make representations on the plan, and those who requested to be notified, about the submission of the plan to the Secretary of State.
- The Programme Officer will notify all those who commented on the plan at stage 2: Proposed Submission Document with details of the Examination.

How will Dacorum Borough Council Consult?

- Notify relevant people and organisations on the Council's Local Plan consultation database (by letter or email).

Stage 4: Adoption (Regulations 25 and 26)

The Council will consider the Inspector's Report issued following the examination.

Changes will be made where appropriate (this may require a focused consultation on the modifications) and then the document will be formally adopted.

What will Dacorum Borough Council do?

- If a main modifications consultation is undertaken, prepare a Consultation Report setting out the consultation processes, summarising the main issues raised and the Council's response. The Inspector will then consider these additional comments received.
- Publish the Inspector's Report and notify bodies who requested to be notified.
- Make the adopted Plan, Sustainability Appraisal Report, Adoption Statement and other relevant information available for inspection at the Council's Hemel Hempstead office and on the Council's website.
- Publish the adopted document and place an Adoption Statement on the website.

Who will Dacorum Borough Council notify?

- The Adoption Statement will be sent to all individual and organisations who asked to be notified, and to the Secretary of State.

Supplementary Planning Documents

4.19 Supplementary Planning Documents (SPDs) provide additional guidance on adopted policies in the Local Plan. They include issue-based documents, design guidance and site master plans and briefs. Their role is to provide more detail about how policies in the Local Plan should be used. SPDs will also be prepared

with the involvement of relevant consultees. They are not subject to examination by an independent Inspector and therefore, can be produced more quickly, but do need to be formally adopted by the Council.

4.20 Figure 3 below identifies the stages used in the preparation of Supplementary Planning Documents. References to regulations relate to the Town and Country Planning (Local Planning) (England) Regulations 2012.

Figure 3: Stages in Supplementary Planning Documents



To view these stages in greater level of detail, please see Appendix 3.

Stage 1: Prepare Draft Supplementary Planning Document

The scoping stage helps gather ideas and look at alternative approaches before preparing the document. This may be very informal consultation to identify relevant issues or matters to be considered.

What will Dacorum Borough Council do and who will we consult?

- Consult organisations and individuals who are relevant to the successful implementation of Supplementary Planning Document.
- Consider wider consultation, depending on scope and content of document.

How will Dacorum Borough Council consult?

Consultation will vary depending on the type of SPD. A variety of methods will be considered, including:

- Contact persons and bodies registered on the Council's Local Plan consultation database, especially where interest in geographic area or subject has been registered.
- Make documents available on our website and at relevant deposit points.

We will also consider if the following is appropriate/relevant:

- Workshops or focus groups.
- Meetings.
- Drop in events.
- Exhibitions.

Stage 2: Publish Draft Supplementary Planning Document (Regulations 12 and 13)

Dacorum Borough Council is required to consult on the Supplementary Planning Documents it produces. Publishing draft copies of the document provides an opportunity for comments to be made and for the Council to consider these and make any necessary changes prior to the document being finalised.

What will Dacorum Borough Council do and who will we consult?

- Consult on the document for at least 4 weeks.
- Publicise where and when the document can be inspected.
- Consult specific, general and other bodies to whom the Supplementary Planning Document may be relevant.
- Consult residents and businesses in the area, depending on nature of document.
- Consider and report all comments received.
- Prepare a Consultation Report setting out the consultation processes, summarising the main issues raised and the Council's response.

How will Dacorum Borough Council consult?

The way Dacorum Borough Council will consult will vary due to the nature of the Supplementary Planning Document being consulted. Ways we will consult include:

- Contact persons and bodies registered on the Council's Local Plan consultation database.
- Make plans available on our website and at relevant deposit points.

We will also consider:

- Workshops or focus groups.
- Meetings.
Drop in events.

Stage 3: Adoption (Regulation 14)

Once Dacorum Borough Council has taken into account comments and made any changes, it will be adopted by the Council's Cabinet. Independent examinations for Supplementary Planning Documents are not required.

What will Dacorum Borough Council do?

- Adopt the Supplementary Planning Document.
- Publish the adopted document and place an Adoption Statement on the website.
- Make documents available for inspection at the deposit points.

Who will Dacorum Borough Council Notify?

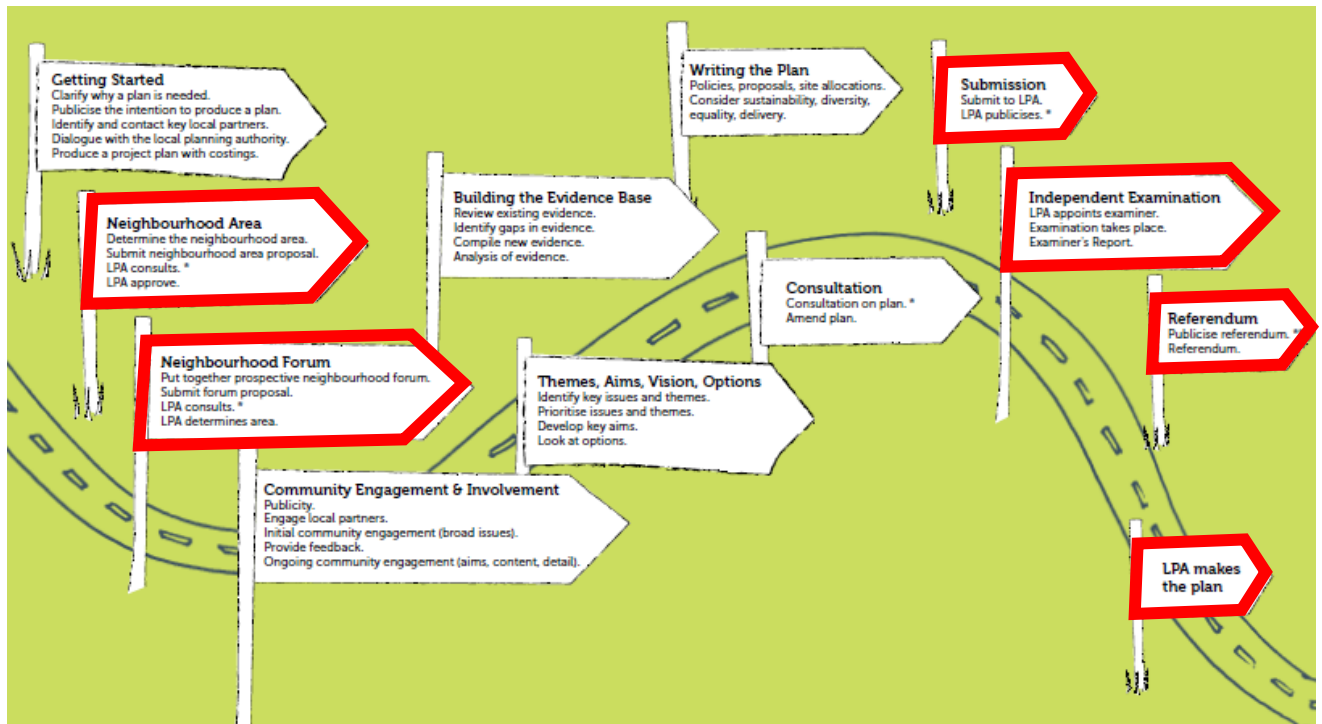
- Send copy of the Adoption Statement to anyone who has asked to be notified.

Neighbourhood Plans

- 4.21 The regulations for Neighbourhood Planning came into force on 6th April 2012. The Localism Act 2011, together with these regulations, places various duties and responsibilities upon the Council and made provision for the preparation of Neighbourhood Plans directly by local communities. There are two main mechanisms for neighbourhood planning – Neighbourhood Plans and Neighbourhood Development Orders.
- 4.22 A Neighbourhood Plan is a way of helping local communities to influence the planning of the area they live and work in. If a plan is prepared and agreed by the community in a referendum it will become part of the development plan for the area and be used in the determination of planning applications.
- 4.23 Neighbourhood plans let people set out their vision for their local area and general planning policies to guide development in their neighbourhood. Neighbourhood Plans can only be prepared by Town and Parish Councils or by a designated Neighbourhood Forum.
- 4.24 The council will continue to proactively engage with communities who wish to prepare a neighbourhood plan. We will support communities in planning effectively for their towns and villages. Although a draft neighbourhood development plan must be in general conformity with the strategic policies contained in the development plan for the area of Dacorum Borough. Dacorum's strategic policies have therefore been defined as those policies which are important to:
- the supply of land for strategic uses to meet strategic needs such as housing, employment and transport;
 - the provision or retention of key services and facilities to help achieve sustainable development across the Borough;
 - the protection and/or enhancement of strategic environmental assets important to a Borough-wide population; and/or
 - those supporting specific policies identified in the NPPF which the Government identifies as strategically important in restricting development.
- 4.25 A Neighbourhood Development Order (NDO) can be used to grant planning permission for types of development (in full or outline) without the need for planning permission. When preparing an NDO, it must still be in line with national and local policy and other legal requirements. If a NDO or community right to build order were being proposed then it would be useful for them to be submitted to the local planning authority at the same time as the proposed neighbourhood plan. This allows them to be dealt with concurrently at the examination and referendum stages.
- 4.26 It is the responsibility of the relevant body (a parish/town council or designated neighbourhood forum in an unparished area who are known as 'qualifying bodies') to prepare the neighbourhood plan and to undertake an inclusive consultation, although the borough council has a duty to assist. Conducting a wide-reaching consultation procedure is in the interest of the relevant body as the plan or order can only be adopted after a referendum in which over 50% of

voters support the plan or order. Neighbourhood plans must also conform to national planning policy, the development plan for the area and other “basic conditions”. The process for making a Neighbourhood Plan or a Neighbourhood Development Order is different to preparing a Local Plan or a Development Plan Document. The key stages are shown below, those which the Local Planning Authority lead upon are highlighted by the red flags in Figure 4 below.

Figure 4: Stages in Neighbourhood Plan making



To view these stages in greater level of detail, please see Appendix 3.

4.27 Local authorities should screen the emerging neighbourhood plan for strategic environmental assessment (SEA) or habitat regulations assessment (HRA). There is also a requirement for local planning authorities to notify parish councils or neighbourhood forums of planning applications in their neighbourhood areas.

It is common to apply for the neighbourhood area first, then the neighbourhood forum.

Stage 1(a): Neighbourhood Area

There is a lot a community can do before this stage in considering the issues and aspirations their plan might cover. The parish or town council or prospective neighbourhood forum need to submit a map identifying the proposed neighbourhood area, a statement explaining why the area is appropriate to be designated and confirmation that the body making the area application is capable of being a ‘qualifying body’.

Once the neighbourhood area is designated, parish or town councils may formally commence work on the plan.

Stage 1(a) continued: Neighbourhood Area

What will Dacorum Borough Council do and who will we consult?

- Consult organisations and individuals who are relevant, for example: consult with the relevant statutory bodies (e.g. Environment Agency, Natural England and Historic England), neighbouring councils and adjoining town and parishes.
- We will always consult with those bodies identified in Schedule 1 of the Neighbourhood Planning (General) Regulations 2012

How will Dacorum Borough Council consult?

Consultation will vary depending on the extent of the area consulted upon. A variety of methods will be considered, including:

- Publicise the area designation application for a 6 week period
- Make documents available on our website and at relevant deposit points.

We will also consider if the following is appropriate/relevant:

- Contact persons and bodies registered on the Council's Local Plan consultation database, especially where interest in geographic area or subject has been registered.
- Consult any neighbouring local, town or parish councils, significant landowners, local businesses and local community organisations, such as chambers of commerce, civic societies and local trusts.

An exception to this is applications submitted by parish or town councils for designation of the whole of its area as a neighbourhood area. The local planning authority has to designate the neighbourhood area in such circumstances, so there are no publicity requirements.

Stage 1(b): Neighbourhood Forum

Where there is a town or parish council, then that is the neighbourhood planning body for producing a neighbourhood plan. There is no need to put together a neighbourhood forum in this instance, as parish or town councils may choose to put together a steering or working group(s) of community representatives to assist in the process.

What will Dacorum Borough Council do and who will we consult?

- Consult organisations and individuals who are relevant, for example: consult with the relevant statutory bodies (e.g. Environment Agency, Natural England and Historic England), neighbouring councils and adjoining town and parishes.
- We will always consult with those bodies identified in Schedule 1 of the Neighbourhood Planning (General) Regulations 2012

Stage 1(b) continued: Neighbourhood Forum

How will Dacorum Borough Council consult?

Consultation will vary depending on the extent of the area consulted upon. A variety of methods will be considered, including:

- Publicise the area designation application for a 6 week period

Make documents available on our website and at relevant deposit points.

We will also consider if the following is appropriate/relevant:

- Contact persons and bodies registered on the Council's Local Plan consultation database, especially where interest in geographic area or subject has been registered.

The qualifying body will draft the Neighbourhood Plan and consult upon the Pre-Submission version of the plan (Regulation 14). The qualifying body will consider whether there are any necessary changes to be made prior to the document being finalised.

Stage 2: Bringing the plan into force

The local authority will publicise the plan (Regulation 16) and arrange for the independent examination and arranging for the referendum to take place.

Stage 2(a): Submission of plan (Regulation 16)

The submission must include a map or statement of the area, a consultation statement, the neighbourhood plan proposal and a basic conditions statement. The publicity of the plan gives people an opportunity to make representations that will be passed to the independent examiner.

What will Dacorum Borough Council do and who will we consult?

Consult organisations and individuals who are relevant, for example: consult with the relevant statutory bodies (e.g. Environment Agency, Natural England and Historic England), neighbouring councils and adjoining town and parishes.

- We will always consult with those bodies identified in Schedule 1 of the Neighbourhood Planning (General) Regulations 2012
- Consult with any interested parties who registered interest in the emerging plan and wished to be kept informed of its progress.
- Any party who has made a representation on the neighbourhood plan (summarised in the consultation statement).

How will Dacorum Borough Council consult?

Consultation will vary depending on the extent of the area consulted upon. A variety of methods will be considered, including:

- Publicise the area designation application for a 6 week period
- Publicise where and when the document can be inspected.
- Make documents available on our website and at relevant deposit points.

Stage 2 continued: Bringing the plan into force

We will also consider if the following is appropriate/relevant:

- Contact persons and bodies registered on the Council's Local Plan consultation database, especially where interest in geographic area or subject has been registered.

Any representations made will be passed to the independent examiner. This means they will be considered within the remit of the independent examination (i.e. whether the neighbourhood plan proposal meets the basic conditions).

Stage 2(b):Examination (Regulation 17 and 18)

The independent examiner will take into account written comments on the plan and will also consider whether the proposed neighbourhood plan meets the basic conditions and other requirements set out by law. Following the examination, the examiner will issue a report to the local authority and the neighbourhood planning body. The Council will consider the Inspector's Report issued following the examination.

What will Dacorum Borough Council do?

- Publish the Inspector's Report and notify bodies who requested to be notified.

Who will Dacorum Borough Council notify?

Notification will be sent to all individual and organisations who asked to be notified, and to the Secretary of State.

Stage 2(c):Referendum

If there is a majority yes vote, then the neighbourhood plan is made and becomes part of the statutory development plan for the area. This process will be managed by Democratic Services/Election Services (in line with relevant regulations/legislation).

The local authority is required to publish information about the neighbourhood plan 28 working days before the date of the referendum. Then 25 working days before the date of the referendum, they are required to give notice that a referendum is taking place and the date of the poll.

Stage 2(d):Adoption (Regulation 20)

What will Dacorum Borough Council do?

- Publish the adopted document, decision notice and other relevant information available for inspection at the Council's Hemel Hempstead office and on the Council's website.

Who will Dacorum Borough Council notify?

The Adoption Statement will be sent to all individual and organisations who asked to be notified, and to the Secretary of State.

What is the district council's role in Neighbourhood Planning?

4.28 The Council has a 'duty to support' qualifying bodies preparing Neighbourhood Plans in accordance with the relevant regulations. The support we will provide at the key stages of neighbourhood plan preparation include the following:

- confirming the geographical area of the neighbourhood plan;
- providing mapping information;
- providing statistical data which we hold or suggesting the best contact when it is held by a third party;
- acting as critical friend in reviewing/ testing emerging policies;
- undertaking the formal consultation (Regulation 16) on the draft neighbourhood plan prior to its independent examination;
- arranging the independent examination;
- holding the referendum;
- 'making' the neighbourhood plan part of the development plan where all legal requirements have been met.

4.29 The Council will also seek to provide informal guidance and support where this is practical. This could include, for example, providing policy guidance to support neighbourhood planning steering groups.

Further support available for Neighbourhood Planning is listed in Appendix 2.

Local Development Orders (LDOs)

4.30 A Local Development Order (LDO) is made by the council and grants planning permission to specific types of development within a defined area.

4.31 The purpose of the LDO is to streamline the planning process by removing the need for developers to make a planning application to the council.

4.32 The extent of public consultation will depend on the nature and scale of the proposal. For example, an LDO for a specific site may require focussed consultation with the town and/or parish and a range of community groups. Proposals for a Local Development Order that cover a broader scope may require wider and proportionate consultation where necessary.

To view the stages in preparing a LDO, please see Appendix 3.

Local Development Schemes (LDS)

4.33 The Local Development Scheme sets out the programme for the preparation of the Local Plan. A copy is available on the Council's website:

www.dacorum.gov.uk/planningpolicy

4.34 Due to the factual nature of its content, it is not subject to public consultation.

Authority Monitoring Report (AMR)

4.35 Previously referred to as the 'Annual Monitoring Report', this document is produced by local authorities to assess progress with (the preparation and implementation), and the effectiveness of, plan-making documents. These are

also available to view on the Council's website:
<http://www.dacorum.gov.uk/home/planning-development/planning-strategic-planning/monitoring-reports-and-land-position-statements>

4.36 Due to the factual nature of its contents, it is not subject to public consultation.

Other Planning Policy Documents

Informal Masterplans and Planning Statements

4.37 Sometimes the Council will prepare a masterplan or planning statement relating to a site or area that does not require the formal status of a Supplementary Planning Document (SPD). These documents will usually involve some consultation, but this will be more limited and targeted than required by the regulations governing formal SPDs.

Community Infrastructure Levy (CIL)

4.38 The CIL is a new way of collecting contributions from developments towards the provision of infrastructure required to support growth within Dacorum. It is a tariff that will be applied per square meter of new development which may vary by scale, use and geography. Dacorum Borough Council is responsible for setting a CIL charge, collecting CIL money and allocating money for infrastructure projects. The CIL charge is applicable to developments that received planning permission on or after 1 July 2015. To view the key stages to prepare CIL, please see Appendix 3.

Advice Notes / Clarification Notes

4.39 From time to time the Council may prepare documents that provide additional advice or clarification about how it will apply policies or processes. Consultation will not usually be required on these documents, as their role is to explain the application of existing policies or processes which will have already been subject to consultation.

Matters Outside of District Control

The Hertfordshire Minerals and Waste Local Plan

4.40 These plans are produced by Hertfordshire County Council and set out policies and proposals relating to mineral and waste developments in Hertfordshire. Dacorum Borough Council is not directly involved in writing these plans but is a statutory consultee. Hertfordshire County Council has produced its own SCI for matters it is responsible for and will carrying out consultation in accordance with this:

<http://www.hertsdirect.org/services/envplan/plan/hccdevplan/sci1/>

PART B: Community Involvement in the South West Herts Joint Strategic Plan (JSP)

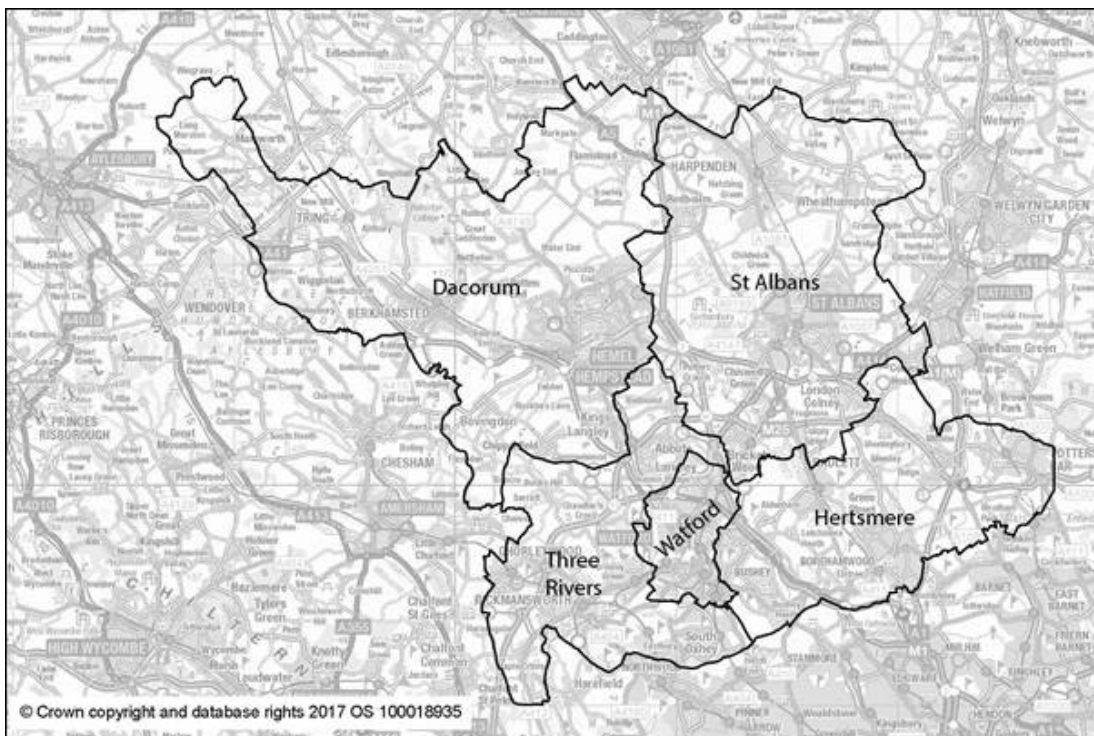
5. Introduction

- 5.1 This Part C Statement of Community Involvement (SCI) sets out a consistent approach for consultation and involvement on preparing a South-West Hertfordshire Joint Strategic Plan (JSP). This Part C SCI provides an addendum to each of the existing SCI's for the five South-West Hertfordshire authorities working in partnership on the JSP: Dacorum Borough, Watford Borough, Hertsmere Borough, Three Rivers District, and St. Albans City & District Councils.
- 5.2 This Part C SCI sets out the consultation approach for the JSP only and not on other planning documents or on planning applications. All five authorities' existing Statements of Community Involvement will continue to set out the approach to consultation and involvement for other planning policy documents and planning applications, and these are not affected by this Part C document. Please refer to each authority's website for details.

What is the South West Herts Joint Strategic Plan (JSP)?

- 5.3 In Spring 2018, Dacorum, Hertsmere, St Albans, Three Rivers, and Watford Councils gave formal endorsement to begin work on a Joint Strategic Plan (JSP) for South-West Hertfordshire (see Figure 5 below).

Figure 5: Extent of South-West Hertfordshire Joint Strategic Plan Area



- 5.4 The South-West Herts JSP will provide the overarching strategic planning framework for the five Local Planning Authority areas. Hertfordshire County Council will also assist with preparing the JSP. The South-West Herts JSP will

contain strategic allocations and policies, including an overall spatial strategy and amount of housing, employment and supporting infrastructure to be provided. It will cover the period up to 2050.

5.5 The key stages to be undertaken in preparing the South-West Herts JSP are set out in Figure 6. Consultation is required at various stages during JSP preparation, including “Publication” stage, after which it will be submitted to Government. An independent Planning Inspector then carries out an Examination into the document, considering the views of interested people. The final decision on the soundness of the Plan will be made by that Inspector, after which the plan will be adopted by the five councils. You can find government guidance on preparing local plans here: www.gov.uk/guidance/local-plans.

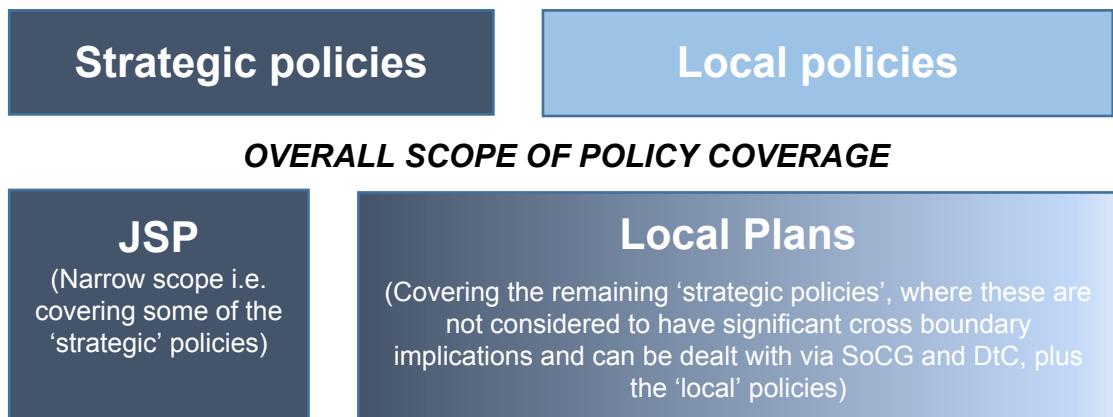
Figure 6: Key stages in preparing the South-West Herts Joint Strategic Plan (JSP)



* The Town and Country Planning (Local Planning) (England) Regulations 2012

5.6 Each council will continue to be responsible for preparing its own Local Plan, but the JSP will also provide the platform to consider how the challenges of growth in the wider South-West Hertfordshire area can be addressed longer term (i.e. to 2050). Figure 7 below illustrates how these two key planning documents will fit together.

Figure 7: Relationship between the South West Herts JSP and Local Plans



5.7 By working together, the South-West Hertfordshire Local Authorities will also be in a stronger position to deliver and better fund essential local transport links, health services and educational facilities that local people want to see alongside new homes and jobs.

General Principles for Consultation on the South West Herts JSP

5.8 We will apply some general principles to our JSP consultation.

- Involvement will be open to all regardless of gender, faith, race, ethnicity, disability, sexuality, age and social deprivation.
- We will undertake consultation as the plan is prepared.
- We will choose consultation processes by balancing available resources, cost and time constraints, and our level of discretion on the outcome.
- Consultation publications will be clear and concise and avoid unnecessary jargon, without understating the complexities of any decision.
- Enough time (minimum of 6 weeks) will be given for responses.
- We will inform those who respond to a consultation of later stages in the process, where required.

Who we will consult on the Joint Strategic Plan?

5.9 We will consult with the following as we jointly prepare the JSP:

- Statutory organisations including councils, infrastructure providers and government bodies as legally required or otherwise appropriate.
- The general public.
- Groups representing place or interest communities.
- Local business, voluntary and other organisations.
- Planning and development industry and consultants.
- Others who have expressed an interest in the subject matter.

How we will consult on the Joint Strategic Plan?

5.10 We will consult in the following ways as we prepare the JSP:

- We will contact appropriate organisations and individuals directly.

- We will publicise consultations by a combination of methods, as appropriate, such as: website, press release, displays, social media, community groups, community events.
- We will make consultation documents available at council offices and public libraries where appropriate.
- Consultation documents will be made available for download via each Council's website.
- We will consider organising consultation events such as public exhibitions and stakeholder workshops.
- We will publish comments received or a summary as soon as feasible. We will explain how these comments have been taken into account when decisions are made.

When we will consult on the Joint Strategic Plan?

- 5.11 The new South-West Hertfordshire Joint Strategic Plan is in the initial stages of preparation. It is envisaged that an Issues and Options consultation on a draft JSP will take place in late Summer 2019.
- 5.12 In preparing the Issues and Options consultation, we will undertake targeted engagement with organisations and key stakeholders to help us develop the draft Plan option for consultation.
- 5.13 After considering the responses to the Issues & Options consultation we will formally publish the Pre-Submission Plan in August 2020. Following consultation on that Plan, we will formally consult on the 'Publication Version' of Plan for representations in accordance with the relevant regulations before submission to Government and independent examination.

PART C: Community Involvement in the Planning Application Process

6. Introduction

- 6.1 For many people, the submission of a planning application, on a neighbouring or nearby site or premises, is the first, and possibly, the only time that they will become directly involved in the planning system. It is important that anyone who feels that they may be affected by a development proposal or has an opinion that they wish to be taken into account before a decision is made, is able to take part in and respond to consultation.
- 6.2 This section sets out the consultation requirements for applicants before a planning application is submitted, how the rest of the community will be informed about applications and how they can be involved in the decision making process.
- 6.3 All planning applications are available to view and access from our website:
 - Development Management: <http://www.dacorum.gov.uk/home/planning-development/planning-applications/search-planning-applications>

7. Pre-application Consultation and Advice

- 7.1 Before submitting a planning application, we encourage prospective applicants to seek advice at the pre-application stage. This allows for the identification of issues and constraints at an early stage in the design process; it enables concerns to be raised early; and can improve the quality of the scheme. Where the Council receives a request to disclose any information in relation to these pre-application discussions, it will notify and consult with the prospective applicant concerning its possible release. However, the Council reserves the right, to disclose any such information it deems appropriate and shall be responsible for determining at its absolute discretion whether the information is exempt from disclosure in accordance with the FOIA or EIR regulations. (See link to website below which includes protocol for pre-applications and charging schedule (November 2018). The protocol includes definitions for all scales of development).
- 7.2 Where proposals are large scale and likely to have an impact on an area, the Council would encourage the applicant to engage directly with the local community. This would usually be through the use of public meetings, meetings with local residents groups, amenity groups or parish/town councils, exhibitions and press releases. It is the applicant's choice whether they consult with the community and how they go about this. However, Officers can provide advice to applicants regarding appropriate local groups to contact with regard to specific planning applications through the pre-application process and how best to go about this.
- 7.3 At an early stage, developers should discuss with service providers the implications of development on, and contribution towards, provision of infrastructure. Consultation with statutory consultees may take place as part of the pre-application service. However, some of the consultees may charge for advice and this will need to be paid for separately by the applicant.

- 7.4 Further details of the service can be found on the Council's website below including details of charges which have been updated from November 2018. <https://www.dacorum.gov.uk/home/planning-development/planningapplications/pre-application-advice>

8. Planning Performance Agreements

- 8.1 Planning Performance Agreements (PPAs) are primarily aimed at complex development proposals. They are voluntary agreements that commit applicants, local planning authorities and partner organisations to an agreed timetable and fee for pre-application discussions and determining planning applications. Essentially they are a collaborative project management process, which aim to improve the quality of development and decision making by taking away national targets for determining an application (13 or 16 weeks) and setting out the key topics and milestones of the pre-application.
- 8.2 When a PPA is proposed, an inception meeting will be held with all the relevant parties. At this meeting a project team, with named persons from each party, will be agreed and a framework will be established setting out the process, timing and fees applicable. The framework will include the pre-application procedure, number and nature of meetings to be held, timing of submission of application through to decision and may include timings for discharge of conditions and an implementation programme for the development. The fee will be dependent on the scale and complexity of the development, the number of parties involved and number and length of meetings, time involved in research and information gathering.

9. Community Involvement in Planning Application Decisions

- 9.1 Development should be in accordance with the policies and proposals set out in the development plan unless other material considerations indicate otherwise. The previous sections of this SCI have dealt with how stakeholders can influence the drafting of these policies and proposals. However, there will continue to be the opportunity for individuals, groups and organisations to become involved in the decision making process for planning applications.
- 9.2 The Government has set minimum standards for consultation on planning and other related applications. Local planning authorities are required to undertake a formal period of public consultation, prior to deciding a planning application. This is prescribed in Article 15 of the Development Management Procedure Order. There are separate arrangements for listed buildings which are set out in Regulation 5 and Regulation 5A of the Listed Buildings and Conservation Area Regulations 1990 (as amended).
- 9.3 The Council currently goes further in trying to engage the community in the determination of applications. For example the Council will send out individual letters to any sites adjoining the application site and if they are adjacent if it were not for the presence of a highway telling owners/occupiers about planning applications rather than simply relying on a site notice. When a notice is to be used these will be placed in locations which will be seen by those likely to have

an interest in or be affected by a development. This is considered to be the most effective way of letting people know about planning proposals that may affect them. In addition, we consult the relevant Town or Parish Council where applicable. Table 4 below sets out the current practices for statutory consultation which is the minimum that the Council will do.

Table 4 – Statutory Dacorum Borough Council Publicity Requirements for Planning and Heritage Applications

Type of development	Site notice	site notice and/or neighbour notification letter'	Newspaper advert	Website
Applications for major development as defined in Article 2 of the Development Management Procedure Order	✓		✓	✓
Applications subject to Environmental Impact Assessment which are accompanied by an environmental statement	✓		✓	✓
Applications which do not accord with the development plan in force in the area	✓		✓	✓
Applications which would affect a right of way to which Part 3 of the Wildlife and Countryside Act 1981 applies	✓		✓	✓
Applications for planning permission not covered in the entries above e.g. non-major development		✓		✓
Applications for listed building consent	✓		✓	✓

Note: the [Environment Impact Assessment guidance](#) sets out further publicity and consultation requirements for applicants where this is relevant.

- 9.4 No system for publicising planning applications can be infallible, however extensive. There needs to be a balance between consideration of cost, speed of decision making and providing a reasonable opportunity for public comment. The current procedures do balance these conflicting priorities.

10. Consultation Procedures for other types of Planning Applications

Trees

- 10.1 For applications for approval of works to trees that are subject to a Tree Preservation Order (TPO) or Tress in a Conservation Area (TCA), these will be sent to the Trees and Woodlands team and the relevant Town or Parish Council(s).

Prior Approval

- 10.2 We consult as required by the Regulations (in most cases the Town and Country Planning (General Permitted Development Order) 2015 (as amended)) e.g. by serving a notice on adjoining owners or occupiers immediately adjoining the site

Lawful Development Certificates

- 10.3 Applications for Lawful Development Certificates require a technical assessment of whether planning permission is required. Comments on the planning merits of the proposal cannot be taken into account. Where a certificate is seeking to confirm that a development or use has been in existence for 4 or 10 years investigations will be carried out to verify the information submitted by the applicant. This will be determined by the Planning Case Officer on a case by case basis. The relevant Town or Parish Council will be notified of the proposal (for information only).

Advertisement Consent

- 10.4 We consult as required by the Regulations, e.g. in relevant cases with the Local Highway Authority, the relevant Town/Parish Council and Conservation team (if located within a Conservation Area).

Consultation periods

- 10.6 Our letters / notifications / advertisements make clear the deadline by which comments should be submitted. We normally allow 21 days but there may be occasions when a 14 day period is set, for example in cases of special urgency, or in certain cases where a re-consultation is required, such as the submission of materially different amended plans. Consultees can only be certain that their

views will be taken into account if they meet our deadline. However, in practice, further time may be available before the decision is made. If a consultee is having difficulty meeting the deadline; they should contact the planning case officer to see whether a late comment will be acceptable. Statutory consultees may be allowed a longer period of time to comment on applications where this is prescribed in legislation.

10.7 Representations on any planning or other application should be made via our Dacorum website where all plans and associated documents can be viewed before making comments. To ensure that views are not misinterpreted, we can only accept written comments. We will accept comments by letter or email but ideally comments should be made on-line. Online comments are the most effective mechanism to ensure comments expeditiously reach the website. Comments received by email and post may take longer to appear on the website. Representations should refer only to material planning considerations.

10.8 All material planning comments are taken into account in considering planning applications. Examples of some of the material planning matters that can be taken into account when deciding a planning application are listed below. Please note this list is not exclusive:

- ✓ National planning policies and guidance
- ✓ Local planning policies and guidance
- ✓ Highway safety issues
- ✓ Impact on amenity of neighbouring properties such as overshadowing and loss of light, over dominance, noise disturbance, smells, obtrusive lighting or other impacts on amenity
- ✓ The impact on the character and appearance of the area
- ✓ Design, layout, scale, density and materials
- ✓ Traffic generation
- ✓ Car parking provision
- ✓ Impact on important trees and landscaping
- ✓ Impact on the character or setting of a listed building
- ✓ Impact on the character or appearance of a conservation area

Examples of non-material planning matters that will not be taken into account are listed below. Please note this list is not exclusive:

- ✗ Reduction in property values
- ✗ Boundary and access disputes
- ✗ Covenants and other private property matters
- ✗ Commercial competition
- ✗ Loss of a private view over land
- ✗ Planning application has been submitted retrospectively

In accordance with our Customer Service Standards, the council will not tolerate comments that contain abusive, offensive or derogatory language, or those related to a personal circumstance. Any comments submitted to the council in this manner will not be published.

10.9 A weekly list of applications received is sent out to the Town and Parish Councils, Councillors, internal consultees and other groups or individuals interested. Any local amenity group or individual can be added to the list by emailing the Planning Mailbox: planning@dacorum.gov.uk.

11. How a Decision Is Made

11.1 Once the application has been registered and the consultation letters sent out the application is passed to the Planning Case Officer. When the Case Officer has visited the site and received all comments he/she will write a report, after the completion of the consultation period, recommending that planning permission is either refused or granted.

11.2 Not all of our planning applications are reported to the Council's Development Control Committee. If the application is not contentious and falls within the Council's Scheme of Delegation the application will be decided by the Group Manager or other delegated officers. In other cases the application will be reported to the Development Control Committee who sit on a three-weekly cycle. The Committee will then decide on the application.

Development Control Committee

11.3 The Committee is made up of 14 of the Council's elected Members.

11.4 Meetings of the Development Control Committee meeting are open to the public. You can address Councillors at the meeting. There are some rules to make sure that as many people as practicable can be heard fairly. You need to register in advance of the meeting with the Council's Member Support Section. Speakers are given 3 minutes to address the Committee. Where more than 1 person wishes to speak, on a single item, a total time of 5 minutes is shared between speakers.

11.5 Further information on the process and how to register to speak can be found on the following link:

<https://www.dacorum.gov.uk/home/council-democracy/meetings-minutes-andagendas/speak-at-a-committee-meeting/speak-at-a-development-controlcommittee-meeting>

Post decision

11.6 Decision notices are sent to applicants electronically and can be viewed on the Council's website.

11.7 A weekly list provides a list of all applications determined in a particular week. This is available on the website:

<http://site.dacorum.gov.uk/planonline/acolnetcgi.gov>

11.8 The weekly list of applications received and determined is also sent to Town/Parish Councils for information purposes. Any group or individual can be added to the list by emailing the Planning Mailbox: planning@dacorum.gov.uk.

Appeals

11.9 After the council has reached a decision on a planning or a related application, and has refused it or permitted it with conditions attached, the applicant has a right of appeal against that decision. This appeal will be submitted to, and determined by, the Planning Inspectorate (PINS), a body independent of the Council.

11.10 The requirements for notification with regard to appeals are set down in government regulations and the council will comply with these. We will notify the interested parties of the appeal and provide information on how and when to respond to PINS. If an appeal is to be considered at an informal hearing or public inquiry, we also notify interested parties of the venue and time of the hearing in line with the Planning Inspectorate's requirements.

11.11 The council produces information on its website about the appeal process which gives further details of the appeal procedures and the potential for third parties to be involved.

Enforcement

- 11.12 If development takes place without the right approvals being obtained, this is known as a breach of planning control and enforcement action can be taken. Before it is decided what enforcement action the Council can take, the Council must take into account legislation, government advice, the Council's planning policies and previous planning decisions. One of the underlying principles of planning enforcement is for the Council to respond to alleged breaches of planning control in a proportionate manner, taking into account the severity of any harm caused by the breach.
- 11.13 All complaints about alleged breaches of planning control must be made in writing. Discretion may be used in rare cases to waive this requirement, but this will usually be limited to those cases where there is the prior knowledge or existing involvement of an officer, or where the complaint relates to unauthorised works to a listed building or trees protected by a Tree Preservation Order. **We cannot accept anonymous complaints.** Any complaint you do make will be treated in the strictest confidence in accordance with the procedures outlined in the Local Enforcement Plan¹.
- 11.14 Reports of a breach of planning control, or queries relating to a potential breach of planning control, should be made via the web form on the Planning Enforcement pages on the Council's web-site. It is also possible to e-mail planning.enforcement@dacorum.gov.uk or send a letter; however, the Council's preferred method is via the web form² as this will ensure that the information required to start an enforcement investigation is provided at the beginning.
- 11.15 Planning Enforcement will keep the interested parties informed of the planning enforcement investigation, and its conclusion, in accordance with the procedures detailed in the Local Enforcement Plan. The number and frequency of updates will depend on the priority level given to the case, as well as the complexity of the enforcement investigation.

12. Review

- 12.1 Members of the Development Management team have opportunities to engage with key stakeholders and to discuss relevant issues regarding the planning process. These can include the annual parish conference (where a planning update is given), the quarterly Town/Parish Clerks forum or attendance at the quarterly agent/developers' forum. Such meetings provide an opportunity for the Council to promote the key principles of this Statement of Community Involvement.

¹ <http://www.dacorum.gov.uk/home/planning-development/planning-enforcement>

² <https://eforms.dacorum.gov.uk/eforms/Planning/enforcement/>

Appendix 1: Specific Consultation Bodies

Local planning authorities that adjoin the Borough

- Aylesbury Vale
- Chiltern
- Three Rivers
- St Albans

To enhance SW Herts Joint Strategic Planning working, we will also consult:

- Watford
- Hertsmere

Hertfordshire County Council and any other County Councils that adjoin the Borough

- Central Bedfordshire
- Luton
- Hertfordshire
- Buckinghamshire

Town and Parish Councils within and adjoining the Borough

Chiltern

- Ashley Green
- Latimer and Ley Hill
- Chenies
- Cholesbury cum St Leonards

Three Rivers

- Sarratt
- Abbots Langley

St Albans

- St Michael
- Harpenden Rural
- Redbourn

Central Beds

- Studham
- Hyde
- Caddington
- Slip End
- Kensworth
- Whipsnade

Aylesbury Vale

- Ivinghoe
- Pitstone
- Cheddington
- Marsworth
- Edlesborough
- Buckland
- Drayton Beauchamp
- Aston Clinton
- Hulcott
- Wingrave with Rowsham
- Mentmore

Dacorum

- Ivinghoe (within excel)
- Aldbury
- Berkhamsted
- Chipperfield
- Flamsted
- Flaunden
- Great Gaddesden
- Kings Langley
- Little Gaddesden
- Markyate
- Nash Mills
- Nettleden with Potten End
- Tring Rural
- Tring Town
- Wigginton
- Northchurch

Appendix 2: Further planning support

Who can help explain Planning Issues to me?

1. In most instances, the information you will need in relation to plan-making and planning applications can be found on the Council website. If you still have questions after looking at that information, you may wish to contact our Customer Services Team by phone 01442 228000 or email customer.services@dacorum.gov.uk.
2. Officers that can explain planning issues include:

The Strategic Planning & Regeneration Team (plan-making) which is:

- Responsible for producing the Local Plan and other planning documents that make up the Development Plan along with other planning policy guidance and;
- Responsible for organising and leading the consultations on draft council planning documents. The team considers consultation responses and incorporates, where appropriate, any amendments into the council's final version for councillors to consider and approve.

The Development Management Team (planning applications) which is:

- Responsible for assessing planning applications in accordance with the adopted development plan, the National Planning Policy Framework (NPPF), the National Planning Practice Guidance (NPPG) and any other material considerations including consultation responses to the proposal.
 - Contactable for advice on pre-application enquiries and general planning enquiries through the planning mailbox and/or duty planning officer service.
3. You may also wish to contact your local councillor, to discuss your views, or seek their help with a planning proposal in your area. Contact details of local ward councillors are available at: <https://democracy.dacorum.gov.uk/mgMemberIndex.aspx?bcr=1>

What other support for planning is available to me?

4. Useful websites that provide information on the planning system include:
 - Planning Portal – www.planningportal.co.uk
 - National Planning Practice Guidance - <http://planningguidance.communities.gov.uk>

- Plain English Guide to the Planning System – https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/391694/Plain_English_guide_to_the_planning_system.pdf

Planning Aid England

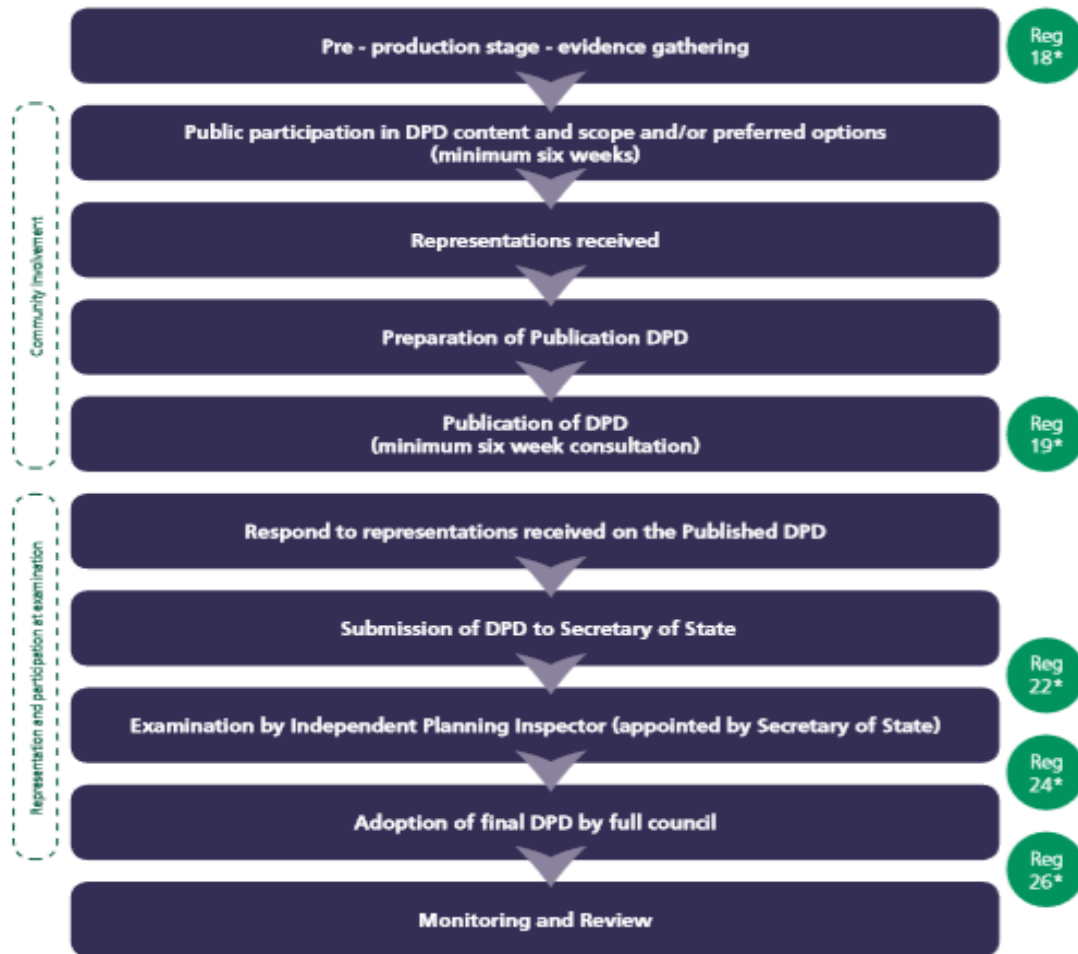
5. Planning Aid England is an independent voluntary organisation linked to the Royal Town Planning Institute (RTPI). This includes a network of professional Chartered Town Planners. The organisation offers impartial advice and independent support. For further information, contact them online by visiting www.rtpi.org.uk/planning-aid or call 020 7929 9494.
6. Occasionally you may feel the need to be professionally represented on a planning issue that affects you. The RTPI keep a list of accredited planning consultants who may be able to help.

What other support is available to help with Neighbourhood Planning?

7. Planning Aid England has produced guidance to help communities with Neighbourhood Planning that can be accessed at: <http://www.rtpi.org.uk/planning-aid/neighbourhood-planning/>
8. You can also read case studies and find information about how support is being provided for Neighbourhood Planning through Locality, which is the national network of community-led organisations, at: <http://mycommunity.org.uk/programme/neighbourhood-planning/>
9. If you are interested in finding out if your parish or town has prepared, or is preparing a Neighbourhood Plan, please take a look at the information on our website at: <http://www.dacorum.gov.uk/home/regeneration/neighbourhood-planning>
10. There is further information about Neighbourhood Plans on the Council's website: <https://www.dacorum.gov.uk/home/regeneration/neighbourhood-planning>

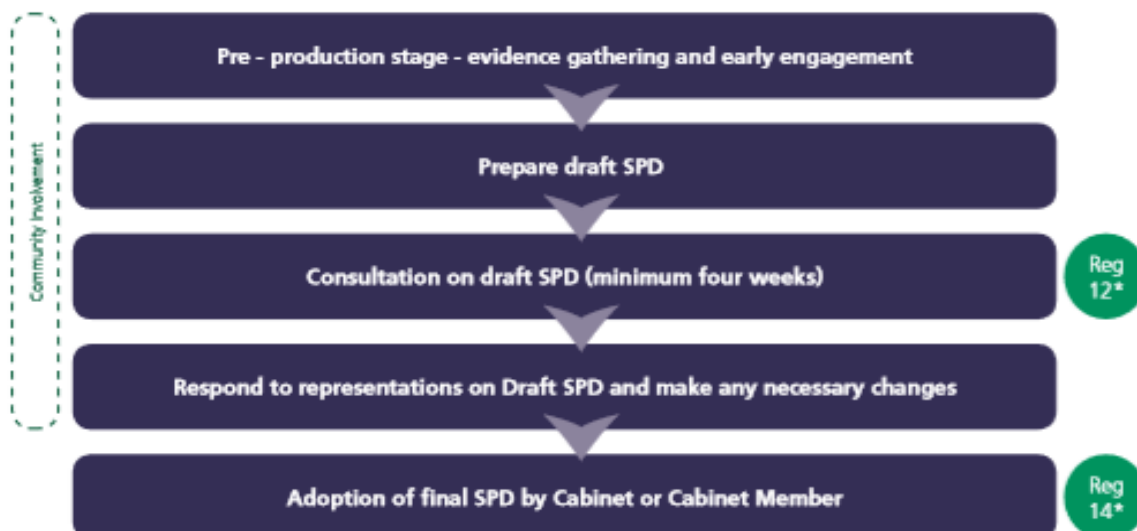
Appendix 3: Key stages in preparing policy documents

Local Plan



* The Town and Country Planning (Local Planning) (England) Regulations 2012

Supplementary Planning Document



* The Town and Country Planning (Local Planning) (England) Regulations 2012

Neighbourhood Plans or a Neighbourhood Development Order (NDO)



* Neighbourhood Planning (General) Regulations 2012

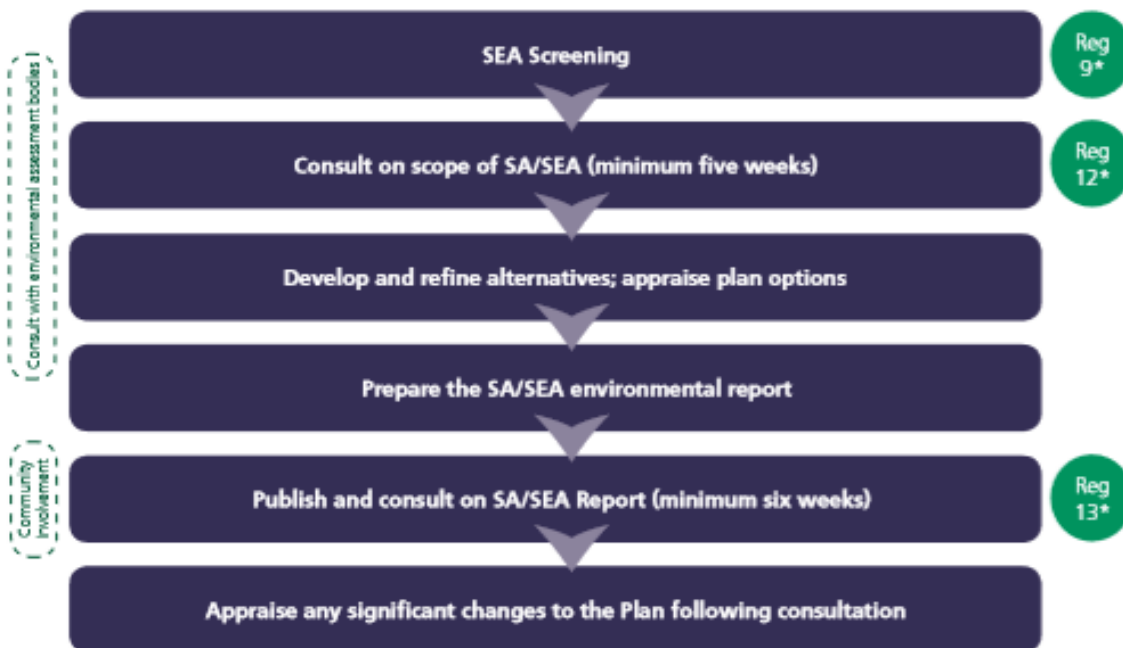
** If more than 50 per cent of people who voted in the referendum supported the plan/order, the council must adopt it

Community Infrastructure Levy



* The Community Infrastructure Levy Regulations 2010

Sustainable Appraisal (incorporating Strategic Environmental Assessment)



* Environmental Assessment of Plans and Programmes Regulations 2004

Local Development Orders



* The Town and Country Planning (Development Management Procedure) (England) Order 2015



January 2019

1. About the Project, service change or policy development

Responsible officer	Andrew Horner
Name and description of project, service or policy	
<p>Revised Statement of Community Involvement</p> <p>The requirement to prepare a Statement of Community Involvement (SCI) is set out in the Planning and Compulsory Purchase Act 2004. The SCI demonstrates that these legal requirements are being met. The SCI sets out the Council’s approach to community involvement in planning. In particular, it details the Council’s strategy for involving the community (in a meaningful and appropriate fashion) in both the consideration of planning applications and in policy making processes (through the Local Plan, Supplementary Planning Documents and through neighbourhood planning). The document is designed to give a clear indication of the extent of the opportunities for getting involved in planning matters, the techniques which will be used, as well as the means to do so.</p> <p>The Revised SCI is based on an earlier, adopted document. It has been updated to take account of changes to various planning regulations (which we have to accord with) i.e. to include a planning enforcement section and reference to Neighbourhood Planning, and the emergence of new consultation techniques/processes. Although in general, the SCI follows the same basic principles as the 2016 version of the SCI. In the main, the changes to the SCI are relatively minor in nature and assist the Council in moving towards more efficient and modern ways of working and communicating.</p> <p>The aim is to have an inclusive approach given the importance of consultation and therefore should have a positive impact for all (as we consult as wide an audience as possible for planning policy documents in an aim to reduce inequality). All planning officers are expected to accord with the Statement of Community Involvement; either through the development of the Council’s statutory plan or when consulting on a planning application.</p> <p>This affects anyone who lives in, studies in, works in, visits, or has an interest in Dacorum, such as:</p> <ul style="list-style-type: none"> • The community (residents, businesses, voluntary and specialist groups (i.e. residents associations)) • Those who engage in planning matters in Dacorum • Parish, Town and County Councils (including those surrounding Dacorum) • Interested developers, landowners and agents • Statutory consultees and various partners • Council staff and elected members <p>The SCI affects the way both Development Management and Spatial Planning will involve the community (and how people can get involved) at different stages of their activities. It also affects how planning functions are delivered. The process for involving interested parties in policy making processes is very different to engagement in the consideration of planning applications. In relation to specific planning applications, engagement (and its community impact) is very much locality specific depending on the scale of a planned development.</p> <p>It aims to promote equality for all through its objectives and particularly better access to the planning process in Dacorum and therefore make communities more sustainable.</p>	

2. Identifying the community impact

What impacts will this change have on the community? Information which might be useful in thinking about this includes our equality profiles , available for a number of demographic groups in Dacorum, and Spotlight on Dacorum , which provides information about the Borough as a whole and signposts users to detailed statistics at ward / postcode level through neighbourhood statistics.			
	Positive	Negative	What are the positive and negative impacts? How will the positive impacts be enhanced? How will the negative impacts minimised/eliminated?
The community in general e.g. social or economic benefits or negative impacts	✓		<u>Positive aspects enhanced:</u> <ul style="list-style-type: none"> • The Statement of Community Involvement aims at engaging people in planning matters, using a wide range of technical supports and methods. For example, diverse methods of involvement aimed at reaching groups that are not always involved and seeking community involvement to support community cohesion <ul style="list-style-type: none"> • Provision of engagement activities for all ages. The SCI includes consultation methods aimed at older people and younger people that can be used when appropriate e.g. the use of the internet and emails and online consultation may make it more accessible to younger people and the working population. Other forms of communication e.g. hard copy documents and use of local press should also ensure that all age groups, including older people are catered for. • Ensuring accessibility to information - availability of information online may help reduce barriers to involvement for those with physical disabilities. • People will be able to respond to the consultation in a variety of formats i.e. on line or by letter/email. Feedback from the consultation will be taken into account in determining the planning application or when preparing the final draft of the plan making document. • Recognition of different consultation needs: the SCI makes clear that plan making documents are available at the Council's main offices as well as online. • The approach taken in the SCI seeks to strengthen community involvement in the planning process, including the business community. • The SCI provides certainty on when and how the local community and stakeholders know can get involved • For Plan making documents, we strive to involve as many sectors of the local community as possible. The SCI includes consultation methods

What impacts will this change have on the community?

Information which might be useful in thinking about this includes our [equality profiles](#) , available for a number of demographic groups in Dacorum, and [Spotlight on Dacorum](#), which provides information about the Borough as a whole and signposts users to detailed statistics at ward / postcode level through neighbourhood statistics.

	Positive	Negative	<p>What are the positive and negative impacts?</p> <p>How will the positive impacts be enhanced? How will the negative impacts minimised/eliminated?</p>
			<p>designed to reach all groups including ‘hard to reach’ groups. For example, community or voluntary organisations representing racial/ethnic Groups (e.g. Herts Equality Council) and religious bodies are also included as organisations that should be consulted wherever appropriate. Proactive engagement with organisations representative of certain groups such as the National Federation of Gypsy Liaison may also be appropriate.</p> <ul style="list-style-type: none"> • Seeks to make best use of resources for community involvement (so it can be supported financially long term and provides value for money). • To provide a service which is accessible and affordable to all. The wide variety of consultation methods which will be employed should enable all to have an equal opportunity to be involved (if they wish to). Reasonable adjustments will be made where required. <p><u>Neutral impacts:</u></p> <ul style="list-style-type: none"> • Not everybody wishes to get involved in planning (however much the Council may seek to engage with them). • <u>Rural areas/isolation</u> could be felt where accessibility is more problematic for some people. Although the variety of engagement methods provides communities with every opportunity to engage on planning matters. • Poor literacy skills or those with poor internet accessibility or notifications. The variety of engagement methods provides communities with every opportunity to engage on planning matters. We recognise that people with literacy issues may need assistance so Council officers are available to provide explanation of the process in order to make the process accessible to the widest audience. For those customers unable to access information online alternative access methods are available. • Every effort is made to enable all to have an equal opportunity to be involved, although if meetings or forums are held it may be harder to obtain the views of rural communities. Where

What impacts will this change have on the community?			
Information which might be useful in thinking about this includes our equality profiles , available for a number of demographic groups in Dacorum, and Spotlight on Dacorum , which provides information about the Borough as a whole and signposts users to detailed statistics at ward / postcode level through neighbourhood statistics.			
	Positive	Negative	What are the positive and negative impacts? How will the positive impacts be enhanced? How will the negative impacts minimised/eliminated?
			such meetings are held, in the first instance the Council seeks to organise such events in easily accessible locations and venues. We will also take into account the scheduling (hours that the events run for and days of the week they are held).
On DBC as an organisation e.g. on staff or operations			Neutral aspects: <ul style="list-style-type: none"> We will make sure as many people as possible know about our SCI and commitment to work with the community on planning. This has benefits for increased officer understanding of the community.
The specific demographic considerations or characteristics e.g. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation - specify where impacts are different for different considerations	✓		See above section about 'The community in general' where some demographic considerations or characteristics have already been covered. <u>Positive aspects enhanced</u> <ul style="list-style-type: none"> There is awareness in the Planning & Regeneration department that some individuals with protected characteristics¹ are not engaging with the planning system, for example, young people, ethnic community. The Statement of Community Involvement can potentially help improve the relationship between the Planning department and some individuals with protected characteristics¹ (as well as the rest of the community) by ensuring information is accessible and that people can participate / have their say. As above, by using a wide range of engagement methods and tools, it gives an opportunity for some individuals with protected characteristics¹ to get further opportunities to get involved in planning. <ul style="list-style-type: none"> The extensive use of the website in terms of access to planning information / consultations / documents is an opportunity for a wide range of people to get involved in planning, including those who cannot go to events / come to the office (due to their age / disability). We will do all we can to deal with requests for help to access the documents Interested parties are given ample time to

¹ E.G. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation

What impacts will this change have on the community?			
Information which might be useful in thinking about this includes our equality profiles , available for a number of demographic groups in Dacorum, and Spotlight on Dacorum , which provides information about the Borough as a whole and signposts users to detailed statistics at ward / postcode level through neighbourhood statistics.			
	Positive	Negative	What are the positive and negative impacts? How will the positive impacts be enhanced? How will the negative impacts minimised/eliminated?
			engage in the planning process as consultation timeframes are aligned to meet the Regulation requirements. For example, complex plan making documents received 6+ weeks of public consultation.
The environment e.g. effects on the climate, trees, amenity space, biodiversity, water, energy, waste, material use, air quality	✓		<p><u>Positive aspects enhanced:</u></p> <ul style="list-style-type: none"> Electronic communication and responses limit printing (and associated costs) which have negative effects on the environment. <p><u>Future implications for the Local Plan</u></p> <ul style="list-style-type: none"> Sustainable Communities are a key aim of the Planning process, as outlined in national policy and hence a key aim of the Local Plan, Development Management and Neighbourhood Planning. Sustainable communities are communities in which people wish to live work and spend time, for example, they meet the diverse needs of existing and future residents, are sensitive to their environment, and contribute to a high quality of life. The SCI is part of a statutory process which aims to involve all interested stakeholders in the spatial planning of their area for the future.
Any community issues identified for this location , if the project is based in a specific area – state if this is not applicable e.g. if there are no specific issues for this location or if the project is district-wide	✓		<p>The SCI relates to the whole Borough of Dacorum.</p> <p><u>Positive aspects enhanced</u></p> <ul style="list-style-type: none"> Known needs and issues have helped to inform the proposals contained within the SCI. All these stakeholders will be invited to make comments on the SCI during a 6 weeks consultation period which will feed into the final SCI document. Regular monitoring is undertaken of development within Dacorum and is reported annually through the Authority Monitoring Report (AMR). <p>The Local Plan and the planning process aim to address other equality issues relating to ‘spatial planning’ (planning spaces and places) which can be linked to some individuals with protected characteristics¹ such as public transport, quality of place, and issues that are specific to rural communities.</p>

<p>What evidence have you used to assess the impact on the community? What baselines have been established and what data will be used to monitor the impact?</p>
<p>There is national, regional and local evidence available (such as the Census 2011) which shows that some individuals with protected characteristics¹ can face barriers in employment, access to services and information, participation in decision making and in consultation.</p> <p>This Community Impact Assessment has not identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken. This is a refresh of an existing document and the fundamental principles which we have historically used have not changed. However, the new consultation methods the revised SCI has embraced ensures that the wider community will be aware of any planning consultation.</p>

<p>What steps have you taken or plan to take to consult the whole community or specific groups affected by the service or policy development? E.g. on-line consultation, focus groups, consultation with representative groups?</p>
<p>The Council has developed a Local Plans consultation database which records details of planning and land agents and their clients and private developers who operate within the district. The database also records details of service providers (public and private) who operate within the district, as well as people who wished to be updated on planning matters.</p> <p>The mechanisms proposed to be used in the review of the SCI are:</p> <ul style="list-style-type: none"> - use of the principles in the existing SCI - engagement exercises (internally with members) - A consultation on the Draft SCI document that will be conducted in Spring 2019. We will advertise the consultation on the website, via E-Digest and via a Public Notice. - We will mail out all those registered in the Local Plans consultation database (either via email or hard copy letter). - We will use the comments receive to feed the final version of the document - We will provide feedback after the consultation <p>A summary of the way we engaged with the community in the revision of the SCI will be available in a Consultation Statement (which will be reported to Cabinet).</p>

3. Review – a monitoring and evaluation programme will form part of the restoration project with annual results submitted to the HLF.

How will you review the impact, positive or negative once the service or policy has been implemented?		
<i>Action</i>	<i>By when</i>	<i>By who</i>
Improved involvement of all individuals with protected characteristics ¹ in planning matters. Ensure where possible that the responses received during the consultation are incorporated as appropriate into the final SCI, to enable an improvement in how many individuals with protected characteristics ¹ get involved in planning	Summer 2019	Planning Policy team / Development Management team
Continue to monitor the demography of participants and consider how to increase participation from any under-represented groups, to determine if the SCI is working or if an early review is necessary	Annually	Andrew Horner / Planning Policy team
Review the consultation methods at the end of each consultation to determine if the SCI is working or if an early review is necessary	Annually or after key consultati	Planning Policy team / Development Management team

How will you review the impact, positive or negative once the service or policy has been implemented?		
	on exercises	
The SCI will be presented to Cabinet to seek agreement to proceed with a six week focused stakeholder consultation. This impact assessment will be reviewed and updated where necessary post consultation.	Summer 2019	Planning Policy team
Produce summary leaflets that succinctly outline the process to get involved with planning development or complex consultations run by the Council	As and when necessary	Planning Policy team

Name of responsible officer: Andrew Horner

Reviewed and signed off by: (relevant Group Manager)
Chris Taylor

Role: Strategic Planning and Regeneration Team Leader

Role: Group Manager (Strategic Planning and Regeneration)

Date: 10/1/19

Date: 10/1/19



Report for:	Cabinet
Date of meeting:	29 th January 2019
Part:	1
If Part II, reason:	

Title of report:	Cemetery Services Planning and Development update.
Contact:	Cllr Graeme Elliot, Portfolio Holder Finance & Resources. Author: Nigel Howcutt, Assistant Director Finance and Resources. Responsible Officer: James Deane, Corporate Director (Finance & Operations)
Purpose of report:	To provide an update on the ongoing cemetery services development plans.
Recommendations	1. To note the Bunkers Park Phase 1 cemetery development plans. 2. To recommend that DBC proceeds with further due diligence in partnership with West Herts Consortium to develop plans for a crematorium at Bunkers Park.
Corporate Objectives:	Building Strong and Vibrant Communities. Delivering an Efficient and Modern Council.
Implications:	<u>Financial</u> The bunkers park cemetery is out to procure and is expected to be delivered within the existing approved capital budget.
'Value For Money Implications'	<u>Value for Money</u> The procurement of a contractor to deliver the new cemetery at the Bunkers park site will follow the standard DBC procurement and standing orders regulations. During this process, the bids will be assessed the key criteria for evaluation is value for money.
Community Impact	Not Applicable

Assessment	
Health And Safety Implications	None arising from this report.
Monitoring Officer/S.151 Officer Comments	<p>Deputy Monitoring Officer:</p> <p>No comments to add to report</p> <p>Deputy S.151 Officer</p> <p>A deputy 151 report with comments included within the body of the report.</p>
Consultees:	<p>Corporate Management Team (CMT)</p> <p>Portfolio Holder Chief Officer Group (PH COG)</p> <p>Budget Review Group (BRG)</p>
Background papers:	Budget Report, Feb 2017 – Capital Programme.
Glossary of acronyms and any other abbreviations used in this report:	<p>Homes and community Agency – (HCA)</p> <p>West Hertfordshire Crematorium (WHC)</p> <p>Dacorum Borough Council (DBC)</p>

Executive summary

1. DBC purchased a 30-acre site from the Homes Community Agency (HCA) to support the future demand for cemetery provision in Hemel Hempstead. One third of this site is currently allocated to replace the Woodwells cemetery, hence planning permission was approved in 2018, procurement for this phase of the development is under way, and construction will be completed in 2019.
2. DBC is one of five councils that comprise the West Herts Crematorium Joint Committee (WHC), along with Hertsmere, St Albans, Three Rivers and Watford Councils.
3. DBC has been approached by the Secretary of WHC with a proposal to develop an additional crematorium on DBC land at Bunkers Park, which, based on current modelling, could generate a return for DBC of c£150k per annum.
4. It is feasible to develop the proposed crematorium on the remaining 20 acres as part of a Phase 2 development without affecting the cemetery development timeline. WHC aims for the crematorium to open as soon as possible but further design, planning and procurement due diligence is required.
5. Although DBC could potentially secure a greater financial return in the long-term by developing a crematorium on the site independently of WHC, it would require the Council to take on significant financial risk (with no guarantee of success) in addition to the reputational risk of going into competition with current local authority partners.

6. The recommendation is that DBC proceeds with further due diligence in partnership with West Herts Consortium to develop plans for a crematorium at Bunkers Park with a view to developing the site within the existing partnership.

Background

7. Dacorum Borough Council has an ongoing commitment to the residents of the borough to provide good quality local cemetery and funeral services. As part of this commitment, the council operates and maintains four cemeteries and is one of five councils that comprise the West Herts Crematorium Joint Committee (WHC), along with Hertsmere, St Albans, Three Rivers and Watford Councils.
8. At present across Dacorum there is adequate provision for burial grounds for a minimum of 25 years, with the exception of the Hemel Hempstead geographical area, as the present Woodwells cemetery is expected to reach capacity in 2020/21.
9. In 2016, the council bought the bunkers park site from the Homes and Community Agency (HCA), at a valuation based on the site being specifically developed for cemetery and crematorium facilities. If the land were to be used for other developments, the HCA would be entitled to claw back 100% of any uplift in the land value, created by a change of use. The land is also within the existing greenbelt zone, which limits future development options.
10. The existing Hemel Hempstead cemetery, Woodwells cemetery, is expected to reach capacity in the summer of 2020. The replacement cemetery site will utilise 10 acres of the 30 acres Bunkers Park site and will provide burial land for the next 45 to 50 years.
11. After assessing the options for the use of the remaining 20 acres at Bunkers park, and taking into consideration the HCA clawback agreement and the planning restrictions on green belt land, the most lucrative use of the land for DBC, is to develop a crematorium with several options discussed in Para 8 onwards.

Bunkers Park Cemetery Development Update.

12. The Planning permission for phase one, ten acres development of Bunkers Park into a cemetery was approved in April 2018. Since planning permission has been awarded, the development of the remaining 20 acres of the site has been under consideration, to ensure the short-term development did not hinder future development options. This process has ascertained that the development of phase 1 will not impede on future development opportunities on this site and hence the procurement of a construction partner to deliver the approved plans commenced in November.
13. The Procurement process will take 3 months with a final award expected in early March. The construction works are expected to last for up to 6 months with the development expected to be completed in the Autumn/Winter of 2019, to be operational by the summer of 2020. This timeline is in line with the requirements of the cemetery services and will ensure continued burial supply for the Hemel area.

Bunkers Park Crematorium Development Options.

14. The options scrutinised and assessed for the future development of a crematorium at Bunkers park are;
 - a) Development and ongoing operating of a future crematorium by WHC.
 - b) DBC develop and operate a crematorium on the site independently.
 - c) DBC as part of a joint venture develop and operate a crematorium.

Option A – WHC Proposed Crematorium.

15. WHC approached DBC with a proposal to build a crematorium at Bunkers Park. Their early stage business case, produced by a specialist consultant, indicates that a crematorium on this site could be viable in the medium- to long-term.
16. In summary, the business case appears robust and indicates that the capital cost of a new crematorium is likely to be around £8m, with annual running costs of c£850k (including costs associated with borrowing). The business case assumes that the crematorium would be loss making for the first two years, as it grew its reputation and increased its customer base, moving into a profit-making position after three years.
17. Although the WHC business case shows that the early years of the new crematorium at Bunkers Park would be high risk, the fact that WHC already runs a successful operation at Garston means it would be well placed to mitigate the risk. It currently deals with around 3,200 cremations per year, generating a turnover of £2.25m, and has growing reserves that currently stand at £3.3m.
18. The WHC business case acknowledges that the new crematorium would take customers from the existing operation at Garston. However, they argue that Hemel Hempstead is an ideal location for a crematorium (due to the size of population within a half hour drive, the forecast growth in population, and the relative spacing of other crematoria) and that they need to act quickly to protect their market share from new entrants.
19. Strategically, WHC would accept the declining profitability of Garston in order to prevent a private sector competitor entering the market, which would pose a more significant long-term threat to the existing business. Their business case indicates that Garston could absorb the lost income within the annual surplus that it currently contributes to reserves.
20. Following officer negotiations with WHC, the payment offered to DBC for hosting the crematorium would be c£150k per annum, comprising ground rent, guaranteed income protection and borrowing provision.

Option B – Dacorum developed Crematorium

21. The due diligence undertaken to assess the ability for DBC to develop the site independently has raised a few areas of significant risk for DBC for the following reasons:

- a) The three-year wait for the crematorium to come into profit, identified in the WHC business case, would be difficult for DBC to shoulder with the continued climate of financial uncertainty. This compares to the much earlier, guaranteed returns the Council could secure through the WHC proposal, i.e. from the moment it first borrowed from DBC.
- b) The customer base for a new crematorium tends to build over a number of years as reputation grows with local funeral directors. DBC would not have the same opportunity as WHC to mitigate demand risk by building on existing, long-standing relationships, and it would face the additional complication of aggressive competition from the Garston site.
- c) A capital project of this magnitude in an unfamiliar sector would risk diverting scarce Council resource from existing higher priority projects e.g. the Development Company, Housing New Build, and leisure investment.
- d) DBC has no experience of running a crematorium, and going alone would put it in direct competition with erstwhile partners. This would almost certainly increase the risk for the necessary early-years growth, as well as damaging relationships with neighbouring authorities. The WHC has advised that it would be untenable for DBC to remain part of the current consortium at Garston if it developed its own crematorium.

22. At present, the risks highlighted in this report are based on the WHC business case and the likely implications of breaking away from the current consortium. If Members are minded to explore the potential financial rewards of developing an independent Dacorum-run crematorium on the site, it is recommended that the Council invest in a detailed business case from specialist consultants. Primarily, this would need to include the likely impact on future demand from the additional competition from the Garston site.

Option C – A Joint Venture development.

- 23. To develop the site with a Joint Venture partner would share risks b, c and d from the above list para 15, damaging relationships with neighbouring authorities and partners. It is also likely that there would be additional reputational and political risks for DBC associated with balancing the community service focus of the Council with the profit motive of a private sector partner.
- 24. In addition to the risks highlighted above the joint venture is unlikely to provide a return to DBC for several years, in comparison to an immediate return from the WHC.
- 25. As with the independent option, if Members are minded to explore this option further it is recommended that the Council invest in a detailed business case undertaken by a specialist contractor.

Conclusion

- 26. In Summary at this stage the options facing members is whether to either progress the partnership working with the WHC to develop plans for a

crematorium at Bunkers Park and potentially ensure the guaranteed immediate financial returns within the land agreement, or to investigate the higher risk and long term reward options of delivering the crematorium either independently or as part of a joint venture with a private sector partner.

27. Based on the guaranteed income stream; the specialist expertise and market knowledge; the fact that the direct risks to the council are mitigated through the arm's length partnership; and the shared public-service ethos of the WHC consortium, it is recommended that the council progress to the design phase with WHC.



Report for:	Cabinet
Date of meeting:	29 January 2019
Part:	1
If Part II, reason:	

Title of report:	HMO Licensing Fees
Contact:	Cllr Margaret Griffiths, Portfolio Holder for Housing Natasha Beresford, Strategic Housing Group Manager
Purpose of report:	To set out a proposed revision of licence fees payable by landlords of Houses in Multiple Occupation in order to meet the statutory requirements of fee setting.
Recommendations	1. That the fee schedule for the licensing of Houses in Multiple Occupation and associated activities, as set out in the report and Appendices, be approved.
Period for post policy/project review	It is proposed that a further review of licence fees charged is to be conducted during 2019/2020; this is to reflect the ongoing changes in requirements.
Corporate objectives:	The Strategic Housing Service's responsibilities and activity in relation to the Private Rented Sector contributes to the following corporate objectives: Clean Safe and enjoyable environment Building Strong and vibrant communities
Implications:	<u>Financial</u>
'Value for money' implications	Failure to regulate the private rented sector could have financial implications for the council in relation to prevention of homelessness and in relation to pressures on temporary accommodation provision. Any income gained from activity related to regulating the private rented sector, is ring-fenced and must be retained for expenditure within the general fund to deliver an effective private sector housing service <u>Value for money</u>

	The income generated from the licence fees and associated activity will offset the overall costs of the service.
Risk implications	The risk register presented to members on a quarterly basis will consider the new remit.
Community Impact Assessment	In view of the objectives of licensing for Houses in Multiple Occupations (HMOs) - which are to ensure that all tenants can live in safe, warm and secure accommodation - it is felt that a Community Impact Assessment is not applicable. The private rented sector, in particular HMOs, houses a younger and transient population than the national average. HMOs in particular will have higher proportion of migrants and vulnerable younger people. The impact of licensing is not felt to have a negative effect on any of the groups protected under the Equality Act 2004.
Health and safety Implications	Failure to regulate the private rented sector will have serious health and safety implications for private sector residents.
Monitoring Officer/ S 151 Officer Comments	<p>Deputy Monitoring Officer:</p> <p>No comments to add to report</p> <p>Deputy S.151 Officer:</p> <p>The recommended fees and charges have been calculated based on the criteria highlighted in the Treasury's paper on Managing Public Money and also reflecting on Counsel advice and recent case law guidance.</p> <p>The charges, are based on estimates of the time and costs incurred by the council to deliver these services. These services are new to the council and hence the costs to deliver these services may change as the service develops so they will need to be monitored going forward to ensure they meet with current legislation and achieve best value for the council and its clients.</p>
Consultees:	<p>Lynne Hunt, Acting Private Sector Team Leader</p> <p>Fiona Williamson, Assistant Director Housing</p> <p>Mark Gaynor, Corporate Director Housing and Regeneration</p>
Background papers:	<p>Appendix 1 Briefing Paper</p> <p>Appendix 2 PRS fees briefing</p> <p>Appendix 3 Managing Public Money</p> <p>Appendix 4 Finance documentation in relation to proposed fees</p>
Glossary of acronyms and any other abbreviations used in this report:	<p>Houses in Multiple Occupation (HMO)</p> <p>Private Rented Sector (PRS)</p> <p>Full Time Equivalent (FTE)</p> <p>Housing Health and Safety Rating System (HHSRS)</p> <p>Ministry of Housing Communities and Local Government (MHCLG)</p>

1. Introduction

- 1.1. In January 2018, the housing service took on the responsibility for regulating private sector housing. The purpose of this report is to provide members with an update on the circumstances surrounding the revision of the HMO licence application fees and recommendations on setting a new set of charges.

2. Context

- 2.1. In October 2018, the Ministry for Housing, Communities and Local Government (MHCLG) introduced new Houses in Multiple Occupation (HMO) licensing reforms. The new reforms offer major revisions to the HMO legislation extending the definition of an HMO to include houses with less than three storeys. A more detailed explanation on the legislative change was submitted to Housing and Community Overview and Scrutiny Committee in July 2018.
- 2.2. Dacorum had 41 licensed HMOs in the borough at the point that the service moved into Housing. The introduction of the new regulations has seen an increase in activity in relation to HMOs and a significant spike in the volume of visits and inspections required to be undertaken by Officers. In September 2018, the service received eight new HMO applications, which rose to 20 applications in October 2018. Appendix 1 comprises a briefing paper, which provides further information in relation to current activity.
- 2.3. A Building Research Establishment (BRE) Integrated Stock Model Report conducted in 2017, estimates that there are approximately 916 HMO's in Dacorum, this is significantly more than the applications to date indicating that Dacorum may have to undertake further enforcement activity to ensure all properties are effectively licensed.

3. Fees and charges

- 3.1. In the HCOSC report in July 2018, it was advised that the team would review the agreed fees and charges linked to the regulation of the PRS. This included HMO licence fees and notices.
- 3.2. The team has worked extensively with the Finance Department, to explore the full breakdown of costs that can be included within the licence fee charged. It is important to note that this will require ongoing review, as the service continues to develop and there are still many elements of the functionality that are unknown in quantity. We will also be able to determine the involvement and impact on other departments such as Corporate Support, Revenue and Benefits, Environmental and Community Protection and this will allow service level agreements and recharge arrangements will be implemented.
- 3.3. A recent judgement will affect how local authorities can charge for HMO licencing applications. In *R(Gaskin) v LB Richmond Upon Thames*(2018) EWHC 1996 (Admin) the High Court overturned a prosecution against Mr Gaskin and gave substantial guidance on fees and other points associated with HMO licensing, and by implication selective licensing, schemes under the Housing Act 2004.

3.4. Because of the ruling, the service has sought specialist advice from Counsel in relation to our existing licence fee, which currently requires a one off payment of £700 for a new HMO application and £980 for a licence undertaken through local authority intervention. Counsel made the following points regarding our current licence fee charge:

- The Council should amend its fee structure as soon as possible, but in the meantime, it does not need to suspend the current scheme. It should issue a public statement on the relevant section of its website that the Council is considering the implication of the judgment in *Gaskin* and that it will be making changes to the fee structure as soon as possible – and that it will provide refunds in appropriate cases.
- The Council can only lawfully charge unsuccessful applicants a fee, which represents the cost of processing the application. The wider costs of running and enforcing the licensing scheme can only be recovered from licence holders (i.e. those whose applications are successful).

3.5. In view of the judgement and the advice received from Counsel, Strategic Housing and Finance have worked closely together, to review the relevant functions that make up the licence fee charge. Appendix 3 shows the Treasury’s document *Managing Public Money*, which lays out what local authorities can include when developing their fees. Appendix 4 shows the functions that have been included at this time.

3.6. It is important to note that any income gained from activity related to regulating the private rented sector, is ring-fenced and must be retained for expenditure within the general fund to deliver an effective private sector housing service, this includes HMO licence application fees. In line with the proposed workings in Appendix 4, the service is proposing a new-tiered approach to fee setting.

HMO licence fee part 1	£599	(initial licence fee application)
HMO licence fee part 2	£426	(ongoing management of 5 year licence)
Enforcement fee	£254	(due to failure to apply to Local authority)

The above fees proposed are reflective of the activities undertaken in processing the applications received, the authority can at its discretion charge a reduced fee, however it must be aware that this will not cover costs incurred in relation to activity and therefore risk maintaining a balanced budget

4. Conclusion

4.1. This report has provided members with an overview of the PRS and changes to the council corporate structure, which led to Strategic Housing taking over the delivery of this service. Finally, the report informs members of the work that is on going to review fees and charges and ensure they appropriately reflect the demand on the service so landlords cover costs.

It is recommended that the fee schedule for the licensing of Houses in Multiple Occupation and associated activities, as set out in Paragraph 3.6 of the report and Appendices, be approved.

Private Sector – Briefing Paper

Introduction

In January 2018, the Private Sector Housing (enforcement) Team previously under the Environment Health Service transferred into the Private Rented Sector Team within Strategic Housing. We have since reviewed the transferring service, to ensure we are offering a structured and consistent service to allow families in the borough access to suitable, affordable and secure housing in the borough.

Context

The team have focused on completing specialist training to ensure they can deliver the new team responsibilities and legislative responsibilities within private sector housing.

Due to the demands of the service, the reality that before transfer a number of areas of responsibility were not being met, the systems inherited and new legislation the officers are under resourced to meet current service and statutory requirements. These include enforcement and administration of licensing House in Multiple Occupation (HMO's). Property compliance with Housing Health and Safety Rating System (HHSRS) hazards across private and social housing in Dacorum.

In February 2017, BRE concluded an Integrated Stock Model Report on all properties across the borough from evidence obtained. The report identified that there are 65,289 dwellings in Dacorum, 18% of which are privately rented properties & 20% of which are social housing.

This report highlighted the condition on stock across Dacorum. Below are figures taken from this report. Approximately 4% of the private rented stock in Dacorum is considered to be in a state of disrepair (key building component is old and needs replacing or major repair) and 14% contain at least one category of Housing Health and Safety Rating System (HHSRS) hazards. A category 1 HHSRS hazard means that it is of serious and immediate risk to someone's health and safety. The majority of properties with HHSRS hazards are across more rural areas of Dacorum.

Whilst these figures remain unchanged, we previously quoted due to the forthcoming new legislative change in HMO licencing we had reported an increase to 600 properties falling under the new definition of an HMO's and requiring licencing, we have now received a report that suggests this is likely to be an increase up to 916 properties.

The new legislation comes fully into force on 1 October 2018. At transfer of the service in January 2018 there were 40 licenced HMO properties. Currently Dacorum licence 41 properties registered the table on page 2 shows that this number constantly changes with the number of new applications received and granted, plus those licences that require review.

As of April 2018, there was also a requirement for private sector properties to normally have a minimum energy performance rating of E or above. If the rating is lower than F-G then a property owner will be unable to legally let it. It is estimated that 6.7% (786 properties) of private rented properties within the Borough do not currently meet this.

Analysis of the current service

The team have completed a variety of specialist training courses to assist them in the delivery of the service. Over the last 6 months, the team have been actively promoting the service, which have involved action days, estate agent visits, advertising via Twitter and Facebook, newsletters and door knocking exercises.

The Private Rented Sector team have implemented joint working with the Homeless Prevention and Assessment team, to ensure the correct use of the Homeless Prevention Fund (HPF). The HPF is means of a deposit to a landlord to prevent homelessness in the private sector housing. The Homeless Prevention and Assessment team issues the HPF. The team complete a financial assessment to ensure it is an affordable repayment plan. A full property inspection is undertaken by the Private Rented Sector Team to ensure the property meets the required standards.

One of the challenges is 'Civica'. Civica is the business case management system used to report on the team's activities and casework. This system and was inherited from Environmental Health and its figures. Due to the how the service previously ran, this system required a review, update and a smarter way of working. The Lead Officer had undertaken this work until now with assistance from the in house Civica business developer, but due to recent management changes, the review although is ongoing, it is only concentrating on areas the team are actively working on and not the whole remit of the Private Sector Team.

From the tables below, you will see that from April until October only a few licences were issued. It became apparent that the licence template was out of date and all the associated template letters on Civica were to. Due to the licence template being out of date and unusable, this has added additional pressure on the team, from them having to re-write letters when required, but also advising HMO applicants of the delay in issuing a licence.

The team have also completed mailshots to Landlords following the legislation change minimum energy performance rating of E or above and this increase in contact has risen.

From the team's monthly & quarterly KPI's reporting, the demands have increased on the current team.

Description	Frequency	Apr	May	Jun	Jul	Aug	Sept	Oct
Number of licenced HMOs	Monthly	40	42	43	43	42	41	40

Description	Frequency	Apr	May	Jun	Jul	Aug	Sept	Oct
Number of HMO licence applications received	Monthly	1	1	1	3	2	27	20

Description	Frequency	Apr	May	Jun	Jul	Aug	Sept	Oct
Number of properties below accepted energy efficiency standard where action can be taken	Quarterly	-	-	229	-	-	145	-

Description	Frequency	Apr	May	Jun	Jul	Aug	Sept	Oct
Number of inspections/visits undertaken	Quarterly	-	-	15	-	-	87	-

It is clear to see that the increase in HMO applications being submitted since September following the legislation change, but the numbers are still low according to the BRE report which suggests 916 properties, which in turn mean the team will need search and/or gather intelligence for potential HMO's, which will take more time, than an applicant approaching.

Following publications, social media updates and promoting the service the team have received an increase in referrals, entailing an increase in inspections noted in September figures.

With only one trained Environmental Health Officer (EHO) on the team, and the new officers needing clarification, support and confirmation of their actions, the EHO is not being able to complete their own casework, which is dealing with more complex cases of enforcement. This also leaves the team vulnerable to a single point of failure.

The autumn budget so an announcement from the Chancellor to introduce mandatory tax registration checks. Last December the HMRC consulted on these proposals in their "Tackling the hidden economy: public sector licensing" public consultation. The Chancellor last week announced as part of the Autumn Budget: "Following the consultation 'Tackling the hidden economy: public sector licensing' published in December 2017, the government will consider legislating at Finance Bill 2019 to introduce a tax registration check linked to licence renewal processes for some public sector licences. Applicants would need to provide proof they were correctly registered for tax in order to be granted licenses. This would make it more difficult to trade in the hidden economy, levelling the playing field for compliant businesses." The public sector licence types that will be affected by the Government's proposals will include:

- SIA
- Scrap metal dealers
- Taxi/PH driver and operators
- HMOs
- Street/market trading
- Massage and special treatment premises licences

Introducing additional checks into the Private Sector Team will have a significant impact on resources that are already under significant pressure with the new regulatory requirements.

Proposal

To be given additional resources to support the team. A Team Leader, ideally a qualified EHO would be able to pick up from where the Private Sector Lead officer left off with the reviewing of Civica, ensuring all letter templates up to date, and meet the new legislation as well as helping to provide direction and resilience to the team.

This role would also be able to offer support and guidance to the Private Sector Lead Officer (currently acting up as Team Leader) and Private Sector Enforcement Officers (PSEO) to enable them to get clarification or advice. They would be able to assist in case reviews on a weekly basis. The Team Leader would also be able to provide support, guidance and act as a sounding board to the current EHO of the team, supporting or challenging their decisions. In addition, should the current EHO be unavailable, this is a single point of failure for the team and any enforcement action would need to cease until their return.

Currently the team equivocate to one Private Sector Housing Lead Officer, three Private Sector Enforcement Officers, an Environmental Health Officer (EHO) and a Home Energy Conservation Officer (HECO, a Private Sector Insight and Improvement Officer (PSIIO) and a Private Sector Support Officer (PSSO).

Recommendations

In light of the above information and increased pressures on the Private Sector Team, it is recommended for that a new Team Leader post, ideally a qualified EHO post be created. This will enable the team to focus the resources on driving up the property standards in the private rented sector, tackling malpractice, enforcement action and using the Council resources better to enable stability for people in the Private Rented Sector, whilst reducing and preventing homelessness.

Private Sector Housing – HMO licensing

Introduction

The Strategic Housing service took transfer of Private Sector Housing in January 2018 from Regulatory Services. This paper outlines new HMO regulations introduced on 1 October 2018 and the significant impact on the service. It is important to note that the new regulations were not accompanied by any additional new burdens funding from central government and the Housing Service has had to reform the service to deliver the additional requirements. Appendix 1 provides further details of the current service demand in relation to HMO activity.

National Context – The Private Rented Sector

On a national scale, the private rented sector is the fastest growing housing tenure type, having more than doubled in size over the last decade. This growth, alongside the gradual decline of social rented stock due to policies such as the 'Right to Buy', means that private renting is increasingly becoming the primary option for addressing housing need across the country.

The implementation of the Homelessness Reduction Act 2017, and more specifically the increased length of time that local authorities are now required to work with clients with a much greater concentration on the prevention of homelessness, means that housing staff will increasingly be looking to the private sector in order to provide suitable accommodation for those who are facing homelessness, it is therefore crucial that standards in the private sector are improved.

The MHCLG has this month launched the Private Rented Sector Access Fund competition. The fund makes available £20 million for schemes that will enable better access to, and sustainment of, tenancies for those who are, or at risk of becoming homeless and rough sleeping.

HMO licensing and the impact for Dacorum

A February 2017 the Building Research Establishment Integrated Stock Model Report has identified that there are 65,289 dwellings in Dacorum, 18% of which are privately rented properties. Of the privately rented properties in the borough, it is estimated that there is a total of 916 Houses in Multiple Occupation (HMOs). By contrast, under legislation which applied until October 2018 the Council's direct involvement was with around 40 HMOs plus general complaints regarding private landlords.

The April 2006 mandatory licence scheme, applied the following definitions for HMO's:

- An entire house or flat which is let to 3 or more tenants who form 2 or more households and who share a kitchen, bathroom or toilet
- A house which has been converted entirely into bedsits or other non-self-contained accommodation and which is let to 3 or more tenants who form two or more households and who share kitchen, bathroom or toilet facilities
- A converted house which contains one or more flats which are not wholly self-contained (i.e. the flat does not contain within it a kitchen, bathroom and toilet) and which is occupied by 3 or more tenants who form two or more households
- A building which is converted entirely into self-contained flats if the conversion did not meet the standards of the 1991 Building Regulations and more than one-third of the flats are let on short-term tenancies

With effect from 1 October 2018, the Government extended mandatory licensing to cover all relevant HMOs regardless of the number of storeys. The requirement for the HMO to be occupied for five or more persons in two or more households remains. To be classified as an HMO the property must be used as the tenants' only or main residence and it should be used solely or mainly to house tenants. Properties let to students and migrant workers will be treated as their only or main residence and the same will apply to properties, which are used as domestic refuges. The extension of mandatory licencing will apply to the following:

- It will apply where certain HMOs are occupied by five persons or more in two or more households, regardless of the number of storeys
- This includes any HMO which is a building or a converted flat where such householders lack or share basic amenities such as a toilet, personal washing facilities or cooking facilities
- It also applies to purpose built flats where there are up to two flats in the block and one or both are occupied as an HMO

At present, there are 41 licensed HMO's in Dacorum. Under the new definitions, the service is likely to see a significant increase in properties requiring licence, given the BRE report 916 potential properties requiring a licence.

Landlords with properties, which fall within the defines of the new legislation will have a period of six months from 1 October 2018 to apply for a license. During these six months, enforcement action cannot be taken. The council will also need to be proactive in identifying HMO's that now fall under the new definition and ensure landlords are aware of the new requirements. The service commenced proactive communications via a range of media during the summer of 2018 to raise awareness of the new requirements.

A licence fee can be charged for a five-year period but only for licences that are approved, this must be at reasonable cost, Dacorum's licence fee is £700. Going forward the service will need to ensure that the fee structure has a two-tiered approach, a fee for all applications considered and reflective of the cost of processing the application, plus a further fee for licences granted and relate to the ongoing monitoring of the licence over the 5-year period. It is therefore essential that the council spend sufficient time ensuring that all relevant and appropriate costs are accurately reflected within the fee, to ensure that the council can recover relevant costs associated with the activity and to support the running of the service. The current fee is under review with the support of Counsel and Finance as the fee structure is rendered unlawful following a recent Court ruling *R(Gaskin) v LB Richmond Upon Thames(2018)*.

The Council will have set up processes to administer the requirement, including an on line capacity for the initial application. We will also need to create a database of HMOs as experience indicates that many landlords will not apply and will have to be pursued. Each property will have to be inspected as part of the licensing process, which will often lead to arrange of improvement works, which will need to be monitored and re-inspected. Where landlords fail to comply then enforcement action will be necessary.

Prior to the transfer of the service into Housing very little priority was given to private housing and in particular HMOs and consequently very little action. Policies, procedures and service delivery have had to be radically transformed and some of this is still being resolved. Pressure to deliver a good service on PRS has increased considerably due to the increased focus at government level, the increase in the numbers now living in private renting, the reality that the main cause of homelessness is now eviction or non-renewal of tenancies

and a general public awareness of private tenants' rights. This will inevitably lead to an increase in demand for Council action in this important statutory service.

Minimum room standards

The reform also introduced mandatory conditions to regulate the size and use of rooms in a licensed HMO, it defines that rooms used for sleeping by one adult will have to be no smaller than 6.51 square meters, and those slept in by two adults will have to be no smaller than 10.22 square meters. Rooms slept in by children of 10 years and younger will have to be no smaller than 4.64 square meters.

The licence must specify the maximum number of persons (if any) who may occupy any room and the total number across the different rooms must be the same as the number of persons for whom the property is suitable to live in.

Local authorities will now need to specify which rooms in a HMO are suitable for sleeping accommodations. This introduces specific requirements for both adults and children under 10. Where the room does not meet the requirements, local authorities must give landlords a reasonable period to rectify this (up to 18 months).

Throughout the initial six-month period, this suggests all new properties now requiring a license will need inspecting. Both environmental health officers and suitably trained staff are able to perform this function.

Conclusion

In light of the above information and due to further pressures on the Housing Service following the introduction of the 1 October 2018 legislation, the service has since January 2018 commenced a new and refreshed approach to engaging and working with the private sector be considered. Driving up standards and creating a private rented sector that is more accessible and stable for local people is important in reducing and preventing homelessness.

The Strategic Housing Service has since January 2018 been developing a targeted and proactive approach to improving Dacorum's Private Rented Sector, a summary of work undertaken or proposed is below:

Improving Property Standards

- The Private Sector Housing team has introduced a targeted and proactive approach to inspections of the local private rented sector.
- Implemented a HMO and Enforcement Policy in July 2018.
- Exploring funding opportunities to support our approach to enforcement.
- Collate and maintain a central database of rogue landlords as well as landlords who have been accredited by the National Landlord Association (NLA) and share this with relevant organisations locally.
- Commission a survey of the boroughs private sector stock.
- Consider an approach to tackle the 100+ empty homes within the Dacorum area, which have been empty for over 2 years without action.

Landlord and Tenant Engagement

- Look into creating a robust approach to tenant education; providing advice and guidance on their rights, private letting legislation, what they should expect from their landlord and what is expected of them as tenants.
- Consider developing an equally robust approach to engaging with landlords, offering advice and guidance on dealing with tenancy issues with the aim of preventing evictions where possible. Education around adhering to relevant legislation and regulations is also key to ensuring standards are met.
- Explore the possibility for regular drop-in sessions for landlords to attend where they can discuss and get advice on any tenancy issues they are facing.
- Continue to promote and facilitate the running of the National Landlord Association (NLA) landlord accreditation scheme in Dacorum.

Access and Affordability

- Explore a refreshed approach to working with the private rented sector that does not rely on landlord incentives.
- Work with landlords to dispel the negative stereotypes surrounding tenants in receipt of housing benefit and promote the benefits of longer-term tenancies.
- Collate a list of local landlords that will accept tenants on housing benefit.

Resources

- Undertake a review of the current resources within the team in view of the current and ongoing service demand.
- Develop a growth bid for a dedicated Team Leader role, which was deleted from the establishment in December 2018.



HM Treasury

Managing public money



HM Treasury

Managing public money



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Any enquiries regarding this publication should be sent to us at ukeconomicstatsreview@outlook.com

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Foreword

Every government needs credibility. Without it, no government can raise the funds it needs for its policies – from taxpayers, from charge payers, or from borrowers. Recent international events have provided object lessons in how fragile sovereign credibility can be.

This handbook helps the UK government maintain public trust. It explains how to handle public funds with probity and in the public interest. There is a lot of common sense, with a little protocol about how to respect parliament's requirements.

The origins of this document trace back through the Bill of Rights to Magna Carta. These events brought the monarchs of their day up against the demands of those they governed that the funds they provided should be used wisely. The principles which emerged also underpin the rule of law, for which the UK gains international respect and trust.

In modern times it is the elected government that must account to parliament; but the theory is the same. Integrity is the common thread. Transparency and value for public money are the essential results.

Since I joined the Treasury three years ago I have come to realise how often the basic principles in this handbook provide the answers to old and new problems in government. The Treasury has long regarded upholding standards of public administration as one of its fundamental responsibilities.

I urge everyone who works with public money to read, and to use, this handbook. My staff are ready to help anyone who needs help in thinking through the issues.



Danny Alexander
Chief Secretary to the Treasury

about this document

- i. This document updates the version published in 2007. Like the original, it sets out the main principles for dealing with resources in UK public sector organisations. Some of the specifics, especially those in the annexes, relate to England rather than the devolved administrations, which have their own detailed rulebooks. But the same basic principles generally apply in all parts of the UK public sector, with adjustments for context.*
- ii. The key themes also remain. They are the fiduciary duties of those handling public resources to work to high standards of probity; and the need for the public sector to work in harmony with parliament.*
- iii. While these principles are invariant, the advice in this document cannot stand forever. The law, business practices, and public expectations all change. So public sector organisations can and should innovate in carrying out their responsibilities, using new technology and adopting good business practice. Throughout parliament always expects the government and its public servants to meet the ethical standards in this document and to operate transparently.*
- iv. As before, the main text of the document is intended to be timeless. The Treasury will revise the annexes from time to time as the need arises. All the text is available freely on the gov.uk website.*
- v. Above all, nothing in this document should discourage the application of sheer common sense.*

1

Responsibilities

The relationship between the government, acting on behalf of the Crown, and parliament, representing the public, is central to how public resources are managed. Ministers implement government policies, and deliver public services, through public servants; but are able to do so only where parliament grants the right to raise, commit and spend resources. It falls to the Treasury to respect and secure the rights of both government and parliament in this process.

1.1 Managing public money: principles

1.1.1 The principles for managing public resources run through many diverse organisations delivering public services in the UK. The requirements for the different kinds of body reflect their duties, responsibilities and public expectations. The demanding standards expected of public services are set out in box 1.1.

Box 1.1: standards expected of all public services

honesty	impartiality	openness	accountability	accuracy
fairness	integrity	transparency	objectivity	reliability

carried out

in the spirit of, as well as to the letter of, the law
in the public interest
to high ethical standards
achieving value for money

1.1.2 The principles in this handbook complement the guidance on good governance in the *Corporate Governance Code*¹ applying to central government departments. Some of the detail applies to England only, or just to departments of state. There is separate guidance for the devolved administrations. Where restrictions apply, they are identified.

1.1.3 Much of this document is about meeting the expectations of parliament. These disciplines also deliver accountability to the general public, on whose behalf parliament operates. The methods of delivery used should evolve as technology permits. Public services should carry on their businesses and account for their stewardship of public resources in ways appropriate to their duties and context and conducive to efficiency.

1.2 Ministers

1.2.1 In the absence of a written constitution, the powers used to deploy public resources are a blend of common law, primary and secondary legislation, parliamentary procedure, the duties of ministers, and other long-standing practices. This mix may of course change from time to time.

¹ The Corporate Governance Code – see <https://www.gov.uk/government/publications/corporate-governance-code-for-central-government-departments>

1.2.2 As the *Corporate Governance Code* makes clear, the minister in charge of a department is responsible for its policy and business as part of the broad sweep of government policy determined in Cabinet. He or she:

- determines the policies of the departmental group;
- chairs the departmental board;
- allocates responsibilities among the ministers in the department;
- chooses which areas of business to delegate to officials, and on what conditions;
- looks to the department's accounting officer (see chapter 3) to delegate within the department to deliver the minister's decisions and to support the minister in making policy decisions and handling public funds; and
- also has general oversight of other bodies on whose behalf he or she may answer in parliament, including the department's arms length bodies (ALBs).

1.2.3 The *Ministerial Code*² requires ministers to heed the advice of their accounting officers about the proper conduct of public business. See section 3.4 for how the minister may direct the accounting officer to proceed with a policy if a point of this kind cannot be resolved.

1.2.4 The minister in charge of a department may delegate defined areas of its business, or of its parliamentary work, to his or her junior ministers. Ministers have wide powers to make policies and to instruct officials.

1.2.5 Only ministers can propose legislation to parliament to raise public revenue through taxation, or to use public funds to pursue their policy objectives. Specific primary legislation is normally required to spend public funds (see section 2.1). Similarly, taxes may be collected, and public funds may be drawn, only with parliamentary authority; and only as parliament has authorised.

1.2.6 It is not normally acceptable for a private sector organisation to be granted powers to raise taxes, nor to distribute their proceeds. Parliament expects these responsibilities to fall to ministers, using public sector organisations.

1.2.7 The House of Commons (and not the House of Lords) enjoys the financial privilege to make decisions on these matters.

1.3 Parliament

1.3.1 Parliament approves the legislation which empowers ministers to carry out their policies. It also allows finance for services when it approves each year's Estimates. See the *Estimates Manual*³ for more.

1.3.2 From time to time parliament may examine government activity. Select committees examine policies, expenditure, administration and service delivery in defined areas. The Committee of Public Accounts (PAC - see section 3.5) examines financial accounts, scrutinises value for money and generally holds the government and its public servants to account for the quality of their past administration.

² <https://www.gov.uk/government/publications/ministerial-code>

³ <https://www.gov.uk/government/publications/supply-estimates-guidance-manual>

1.4 The Treasury

1.4.1 Parliament looks to the Treasury to make sure that:

- departments use their powers only as it has intended; and
- revenue is raised, and the resources so raised spent, only within the agreed limits.

1.4.2 Hence it falls to the Treasury to:

- set the ground rules for the administration of public money; and
- account to parliament for doing so.

1.4.3 This document sets out how the Treasury seeks to meet these parliamentary expectations. The key requirements are regularity, propriety, value for money and feasibility (see box 3.2). The Treasury:

- designs and runs the financial planning system⁴ and oversees the operation of the agreed multiyear budgets to meet ministers' fiscal policy objectives;
- oversees the operation of the Estimates through which departments obtain authority to spend year by year;
- sets the standards to which central government organisations publish annual reports and accounts in the *Financial Reporting Manual (FRM)*. This adapts International Financial Reporting Standards (IFRS) to take account of the public sector context;
- sets Accounts Directions for the different kinds of central government organisations whose accounts are laid in parliament; and
- may also work through the Cabinet Office to set certain standards applicable across central government⁵.

1.5 Departments

1.5.1 Within the standards expected by parliament, and subject to the overall control and direction of their ministers, departments have considerable freedom about how they organise, direct and manage the resources at their disposal. It is for the accounting officer in each department, acting within ministers' instructions, and supported by their boards, to control and account for the department's business.

1.5.2 A departmental board, chaired by the senior minister, leads each department. Boards can bring to bear skills and experiences from elsewhere in, and outside of, the public sector (see section 4.1).

1.5.3 Within each department, there should be adequate delegations, controls and reporting arrangements to provide assurance to the board, the accounting officer⁶ and ultimately ministers about what is being achieved, to what standards and with what effect. These arrangements

⁴ See the Consolidated Budgeting Guidance for more - <https://www.gov.uk/government/publications/consolidated-budgeting-guidance>

⁵ See <https://www.gov.uk/government/publications/cabinet-office-controls-guidance-version-3-1>

⁶ If there is a change of Accounting Officer in the course of the year, the Accounting Officer in place at the year end takes responsibility for the whole year's accounts, using assurances as necessary.

should provide timely and prompt management information to enable plans to be adjusted as necessary. Similarly ministers should have enough evidence about the impact of their policies to decide whether to continue, modify or end them. This is discussed further in chapter 4.

1.5.4 In supporting ministers, civil servants should provide politically impartial advice. Should they be asked to carry out duties which appear incompatible with this obligation, the accounting officer should take the matter up with the minister concerned (see also the *Civil Service Code*⁷).

1.5.5 Departments often operate with and through a variety of partners to deliver their ministers' policies. It is important that these relationships operate in the public interest: see chapter 7.

1.6 The Comptroller and Auditor General

1.6.1 Supported by the National Audit Office (NAO), the Comptroller and Auditor General (C&AG) operates independently to help parliament scrutinise how public funds have been used in practice. Further information about the role of the NAO is available on their website⁸ and in annex 1.1.

1.6.2 The C&AG provides parliament with two sorts of audit:

- financial audit of the accounts of departments and ALBs, covering:
 - assurance that accounts have been properly prepared and are free of material misstatements⁹; and
 - confirmation that the underlying transactions have appropriate parliamentary authority;
- value for money reports assessing the economy, efficiency and effectiveness with which public money has been deployed in selected areas of public business. A programme of these reviews covers a variety of subjects over a period, taking account of the risks to value for money and parliament's interests.

1.6.3 The C&AG has a general right to inspect the books of a wide variety of public organisations to further these investigations. When the NAO investigates any public sector organisation, it should get full cooperation in provision of papers and other oversight. It is good practice to draw the NAO's attention to the confidentiality of any sensitive documents provided in this process. It is then for the independent C&AG to judge what material can be published in the public interest.

1.6.4 In addition, the C&AG publishes other independent reports to parliament. The PAC (see section 3.5) may hold hearings to examine evidence on any of these reports and on other related matters.

⁷ <http://www.civilservice.gov.uk/about/values>

⁸ The NAO website address is <http://www.nao.org.uk>

⁹ See Audit Practice Note 10 of the Audit Practices Board on the FRC website at [Http://www.frc.org.uk](http://www.frc.org.uk)

2

Use of Public Funds

This chapter explains the process for parliamentary authorisation of public resources. Parliament consents in principle to the use of public funds through legislation to enable specified policies. It then approves use of public resources to carry out those policies year by year by approving Estimates. Only rarely can lesser authority suffice. At the close of each financial year, parliament expects a clear account of the use of the public funds it has authorised. Parliament expects the Treasury to oversee the operation of these controls. The PAC may investigate specific issues further.

2.1 Conditions for use of public funds

2.1.1 Ministers have very broad powers to control and direct their departments. In general, they may do anything that legislation does not prohibit or limit, including using common law powers to administer their operations or continue business as usual.

2.1.2 Ministers also need parliamentary authority for use of public funds before each year's expenditure can take place. The full list of requirements is set out in box 2.1.

Box 2.1: requirements for use of public funds

- budget cover in the collectively agreed multi-year budgets
- with a few exceptions¹, parliamentary authorisation for each year's drawdown of funds through an Estimate, which is then approved as a Supply and Appropriation Act (see section 2.2)
- adequate Treasury consents (see section 2.3)
- assurance that the proposed expenditure is regular and proper (section 2.4)
- sufficient specific legal powers - though see section 2.5 for some limited exceptions

2.1.3 The Treasury runs the control process because parliament expects the Treasury to control public expenditure as part of fiscal policy. The primary means through which the Treasury controls public expenditure is multi-year budgets, agreed collectively at spending reviews. The *Consolidated Budgeting Guidance* sets out the rules for their use. (See also chapter 4).

2.2 Using the Estimate

2.2.1 The requirements in box 2.1 are to some extent interrelated. The accounting officer of a department (see also chapter 3) is responsible for ensuring that:

- the Estimate(s) presented to parliament for the department's annual expenditure (consolidating its ALBs) are within the statutory powers and within the government's expenditure plans; and
- use of resources is within the ambit of the vote and consistent with the Estimate(s)-

¹ See section 5.3

and must answer to parliament for stewardship of these responsibilities.

2.3 Treasury consents

2.3.1 Departments also need Treasury consent before undertaking expenditure or making commitments which could lead to expenditure (see annex 2.1). Usually the Treasury agrees some general approvals for each department subject to delegated limits and/or exclusions.

2.3.2 Some common approaches to setting delegations are shown in box 2.2 and are discussed further in annex 2.2. It is good practice to review delegations from time to time to make sure that they remain up to date and appropriate. Delegations can be tightened or loosened at reviews, depending on experience.

Box 2.2: examples of approaches to delegated authorities

- objective criteria for exceptions requiring specific Treasury scrutiny or approval
- a sampling mechanism to allow specimen cases to be examined
- a lower limit above which certain kinds of projects must achieve specific consent

2.3.3 In turn departments should agree with each of their arm's length bodies (ALBs - the public sector organisations they sponsor or finance) a similar set of delegations appropriate to their business² (see also chapter 7).

2.3.4 There is an important category of expenditure commitments for which the Treasury cannot delegate responsibility. It is transactions which set precedents, are novel, contentious or could cause repercussions elsewhere in the public sector. Box 2.3 gives examples. Treasury consent to such transactions should always be obtained before proceeding, even if the amounts in question lie within the delegated limits.

Box 2.3: examples of transactions requiring explicit Treasury consent

- extra statutory payments similar to but outside statutory schemes
- ephemeral ex gratia payment schemes, eg payments to compensate for official errors
- special severance payments, eg compromise agreements in excess of contractual commitments
- non-standard payments in kind
- unusual financial transactions, eg imposing lasting commitments or using tax avoidance
- unusual schemes or policies using novel techniques

2.3.5 It is improper for a public sector organisation to spend or make commitments outside the agreed delegations. The Treasury may subsequently agree to give retrospective consent, but only if the expenditure in question would have been agreed if permission had been sought at the right time.

2.3.6 Sometimes legislation calls for explicit Treasury consent, eg for large or critical projects. There are also Whitehall wide controls on key progress points for the very largest projects.³ In

² Delegations to ALBs should never be greater than the delegated limits agreed between the Treasury and the sponsor department.

³ Through the Major Projects Authority, [<http://www.cabinetoffice.gov.uk/content/major-projects-authority>], using powers delegated by the Treasury

such cases it is unlawful to proceed without Treasury consent - and Treasury consent cannot be given retrospectively.

2.4 Regularity and propriety

2.4.1 The concepts of regularity and propriety, fundamental to the right use of public funds, are set out in box 2.4. The term *regularity and propriety* is often used to convey the idea of probity and ethics in the use of public funds – that is, delivering public sector values in the round, encompassing the qualities summarised in box 1.1. Supporting this concept are the Seven Principles of Public Life - the *Nolan principles*⁴ - which apply to the public sector at large. In striving to meet these standards, central government departments should give a lead to the partners with which they work.

Box 2.4: regularity and propriety

Regularity: compliant with the relevant legislation (including EU legislation), delegated authorities and following the guidance in this document.

Propriety: meeting high standards of public conduct, including robust governance and the relevant parliamentary expectations, especially transparency.

2.4.2 Each departmental accounting officer should make sure that ministers in his or her department appreciate:

- the importance of operating with regularity and propriety; and
- the need for efficiency, economy, effectiveness and prudence in the administration of public resources, to secure value for public money⁵.

2.4.3 Should a minister seek a course of action which the accounting officer cannot reconcile with any aspect of these requirements, he or she should seek instructions in writing from the minister before proceeding (see chapter 3).

2.4.4 Should departments need to resolve an issue about regularity or propriety, they should consult the relevant Treasury spending team. Similarly, ALBs should consult their sponsor departments about such issues, and the department concerned may in turn consult the Treasury.

2.4.5 Neither improper nor irregular expenditure achieves the standards that parliament expects. So any such expenditure must be noted in the department's annual report and accounts. If the discrepancy is material it can result in a qualification to the accounts. When any expenditure of this kind comes to light, it should be drawn to the attention of both the NAO and the Treasury. The immediate follow up action is to identify the source of any systematic problems so that there is no recurrence. The PAC may also call the accounting officer to explain the matter at a public hearing.

2.5 Securing adequate legal authority

2.5.1 Parliament usually authorises spending on a specific policy or service by approving bespoke legislation setting out in some detail how it should work. It is not normally acceptable to use a royal charter as an alternative to primary legislation, for this approach robs parliament

⁴ <http://www.public-standards.gov.uk/>

⁵ A more detailed description of value for money is at annex 4.4

of its expectations for control and accountability. Departments should ensure that both they and their ALBs have adequate legal cover for any specific actions they undertake.

2.5.2 The Treasury takes this requirement seriously. It is fundamental to the trust and understanding between the government and parliament on which management of the public finances is founded. In the Concordat of 1932 (see annex 2.3), the Treasury undertook that departments would not spend without adequate legal authority.

2.5.3 There are some general exceptions. These kinds of expenditure do not require specific legislation in order to avoid burdening parliamentary time:

- routine matters covered by common law (the main examples are in box 2.5);
- a very limited range of Consolidated Fund Standing Services (see section 5.3);
- projects or services which are modest or temporary (see box 2.6)

Box 2.5: expenditure which may rely on a Supply and Appropriation Act

- routine administration costs: employment costs, rent, cleaning etc
- lease agreements, eg for photocopiers, lifts
- contractual obligations to purchase goods or services (eg where single year contracts might be bad value)
- expenditure using prerogative powers such as defence of the realm and international treaty obligations

2.5.4 In all the three cases in paragraph 2.5.3, departments may rely on the sole authority of a Supply and Appropriation Act (the culmination of the Estimates process) without the need for specific legal authority, provided that the other conditions in box 2.1 are met.

Box 2.6: modest or temporary expenditure which may rely on a Supply and Appropriation Act

either services or initiatives lasting no more than two years, eg a pilot study or one off intervention
or expenditure of no more than £1.75m a year (amount adjusted from time to time)
provided that there is no specific legislation covering these matters before parliament and existing statutory restrictions are respected.

These conditions are demanding. Treasury consent is required before they may be relied on.

2.6 New services

2.6.1 When ministers decide on a new activity, all the conditions in box 2.1 must be met before it can begin. In practical terms this means that most significant new policies which are intended to persist require specific primary legislation.

2.6.2 Sometimes ministers want to start early on a new policy which is intended to continue but whose enabling legislation has not yet secured royal assent. It may be possible to make limited preparation for delivery of the new service before royal assent, but to do so it will usually be necessary to consider borrowing from the Contingencies Fund (see annex 2.4). Access to this Fund is controlled by the Treasury, subject to the conditions in box 2.7. Specific Treasury consent is always required.

Box 2.7: conditions for access to the contingencies fund (see also annex 2.5)

- the proposed expenditure must be urgent and in the public interest, ie with wider benefits to outweigh the convention of awaiting parliamentary authority (political imperative is not enough)
- the relevant bill must have successfully passed second reading in the House of Commons
- the legislation must be certain, or virtually certain, to pass into law with no substantive change in the near future, and usually within the financial year
- the department responsible must explain clearly to parliament what is to take place, why, and by when matters should be placed on a normal footing.

Annex 2.1	Treasury approval of legislation
Annex 2.2	Delegated authorities
Annex 2.3	The PAC concordat of 1932
Annex 2.4	New services

3

Accounting Officers

This chapter sets out the personal responsibilities of all accounting officers in central government. Essentially accounting officers must be able to assure parliament and the public of high standards of probity in the management of public funds. This chapter is drawn to the attention of all accounting officers when they are appointed.

3.1 Role of the accounting officer

3.1.1 Each organisation in central government – department, agency, trading fund, NHS body, NDPB or arm’s length body – must have an accounting officer. This person is usually its senior official. The accounting officer in an organisation should be supported by a board structured in line with the *Corporate Governance Code*.

3.1.2 Formally the accounting officer in a public sector organisation is the person who parliament calls to account for stewardship of its resources. The standards the accounting officer is expected to deliver are summarised in box 3.1. The equivalent senior business managers of other public sector organisations are expected to deliver equivalent standards.

3.2 Appointment of accounting officers

3.2.1 The Treasury appoints the permanent head of each central government department to be its accounting officer. Where there are several accounting officers in a department, the permanent head is the principal accounting officer.

3.2.2 Within departments, the Treasury also appoints the chief executive of each trading fund as its accounting officer.

3.2.3 In turn the principal accounting officer of each department normally appoints the permanent heads:

- of its executive agencies, as agency accounting officers for their agencies; and
- of other ALBs (including all NDPBs), as accounting officers for these bodies; and
- at his or her discretion, additional accounting officers for defined part(s) of the department’s business.

3.3 Special responsibilities of accounting officers

3.3.1 It is important that each accounting officer takes personal responsibility for ensuring that the organisation he or she manages delivers the standards in box 3.1. In particular, the accounting officer must personally sign:

- the accounts
- the annual report
- the governance statement (see annex 3.1);

and having been satisfied that they have been properly prepared to reflect the business of the organisation, must personally approve:

- voted budget limits; and
- the associated Estimates Memorandum.

Box 3.1: standards expected of the accounting officer's organisation

Acting within the authority of the minister(s) to whom he or she is responsible, the accounting officer should ensure that the organisation, and any ALBs it sponsors, operates effectively and to a high standard of probity. The organisation should:

governance

- have a governance structure which transmits, delegates, implements and enforces decisions
- have trustworthy internal controls to safeguard, channel and record resources as intended
- work cooperatively with partners in the public interest
- operate with propriety and regularity in all its transactions
- treat its customers and business counterparties fairly, honestly and with integrity
- offer appropriate redress for failure to meet agreed customer standards
- give timely, transparent and realistic accounts of its business and decisions, underpinning public confidence;

decision-making

- support its ministers with clear, well reasoned, timely and impartial advice
- make all its decisions in line with the strategy, aims and objectives of the organisation set by ministers and/or in legislation
- take a balanced view of the organisation's approach to managing opportunity and risk
- impose no more than proportionate and defensible burdens on business;

financial management

- use its resources efficiently, economically and effectively, avoiding waste and extravagance
- plan to use its resources on an affordable and sustainable path, within agreed limits
- carry out procurement and project appraisal objectively and fairly, using cost benefit analysis and generally seeking good value for the Exchequer as a whole
- use management information systems to gain assurance about value for money and the quality of delivery and so make timely adjustments
- avoid over defining detail and imposing undue compliance costs, either internally or on its customers and stakeholders
- have practical documented arrangements for controlling or working in partnership with other organisations, as appropriate
- use internal and external audit to improve its internal controls and performance.

3.3.2 The accounting officer of a corporate arm's length body should arrange for a board member to sign the accounts as well as signing them himself or herself, if (unusually) he or she is not a member of the board.

3.3.3 There are several other areas where accounting officers should take personal responsibility:

- *regularity and propriety* (see box 2.4), including securing Treasury approval for any expenditure outside the normal delegations or outside the subheads of Estimates;

- *affordability and sustainability*: respecting agreed budgets and avoiding unaffordable longer term commitments, taking a proportionate view about other demands for resources;
- *value for money*: ensuring that the organisation's procurement, projects and processes are systematically evaluated to provide confidence about suitability, effectiveness, prudence, quality, good value judged for the Exchequer as a whole, not just for the accounting officer's organisation (eg using the Green Book¹ to evaluate alternatives);
- *control*: the accounting officer should personally approve and confirm their agreement to all Cabinet Committee papers and major project or policy initiatives before they proceed;
- management of *opportunity and risk* to achieve the right balance commensurate with the institution's business and risk appetite;
- *learning from experience*, both using internal feedback (eg through managing projects and programmes using techniques such as PRINCE2), and from right across the public sector; and
- accounting accurately for the organisation's *financial position* and *transactions*: to ensure that its published financial information is transparent and up to date; and that the organisation's efficiency in the use of resources is tracked and recorded.

3.3.4 In the case of principal accounting officers, these responsibilities apply to the business of the whole departmental group.

3.4 Advice to ministers

3.4.1 Each departmental accounting officer should take care to bring to the attention of the minister(s) to whom he or she is responsible any conflict between the minister's instructions and his or her duties. The accounting officer cannot simply accept the minister's aims or policy without examination. There is no set form for registering objections, though the accounting officer should be specific about their nature. The acid test is whether the accounting officer could justify the proposed activity if asked to defend it.

3.4.2 Accounting officers should routinely scrutinise significant policy proposals or plans to start or vary major projects and then assess whether they measure up to the standards in box 3.1 so that they can identify any discrepancy². The accounting officer should draw any such problems to the attention of the responsible minister to see whether they can be resolved.

3.4.3 If the minister decides to continue with a course the accounting officer has advised against, the accounting officer should ask for a formal written direction to proceed. An oral direction should be confirmed in writing quickly. Examples of where this procedure is appropriate are in box 3.2.

¹ to <https://www.gov.uk/government/publications/the-green-book-appraisal-and-evaluation-in-central-government>

² The Treasury or the chair of the relevant Cabinet Committee may also ask for the accounting officer's assessment of any novel proposal.

Box 3.2: when accounting officers should seek a direction

- **Regularity:** if a proposal is outside the legal powers, parliamentary authority, or Treasury delegations; or incompatible with the agreed spending budgets.
- **Propriety:** if a proposal would breach parliamentary control procedures or expectations.
- **Value for money:** if an alternative proposal, or doing nothing, would deliver better value, eg a cheaper, higher quality or more effective outcome for the Exchequer as a whole.
- **Feasibility:** where there is a significant doubt about whether the proposal can be implemented accurately, sustainably, or to the intended timetable.

3.4.4 Directions of this kind are rare. It is good practice for accounting officers to discuss the matter with the Treasury if time permits. The ultimate judgement in each case must lie with the accounting officer personally.

3.4.5 When a direction is made, the accounting officer should:

- copy the relevant papers to the C&AG and the TOA promptly. The C&AG will normally draw the matter to the attention of the PAC, who will attach no blame to the accounting officer;
- follow the minister's direction without further ado;
- if asked, explain the minister's course of action. This respects ministers' rights to frank advice, while protecting the quality of internal debate;
- arrange for the existence of the direction to be published, no later than in the next report and accounts, unless the matter must be kept confidential.

3.5 Public Accounts Committee

3.5.1 The PAC may hold public hearings on the accounts of central government organisations laid in parliament (see section 1.6). In practice most PAC hearings focus on NAO value for money studies. NAO seeks to agree the text of these reports with the accounting officer(s) concerned so there is a clear undisputed evidence base for PAC scrutiny.

3.5.2 When a hearing is scheduled, the PAC normally invites the accounting officer(s) of the relevant institution(s) to attend as witness(es). An accounting officer may be accompanied by appropriate officials. Where it is appropriate, and the PAC agrees, an accounting officer may send a substitute. The PAC may also invite other witnesses who may not be public servants to give insight into the background of the subject in hand.

3.5.3 In answering questions, the accounting officer should take responsibility for the organisation's business, even if it was delegated or if the events in question happened before he or she was appointed accounting officer. In response to specific PAC or Select Committee requests, previous accounting officers may also attend relevant PAC hearings. Recalls of this kind should be assessed case by case, depending on the circumstances. They are acceptable if the business in issue was fairly recent, and where the former accounting officer has had an opportunity to comment before publication on any NAO report which the PAC is to investigate.

3.5.4 The PAC expects witnesses to give clear, accurate and complete evidence. If evidence is sensitive, witnesses may ask to give it in private. Witnesses may offer supplementary notes if the information sought is not to hand at the meeting. Any such notes should be provided within one week unless the PAC is willing to grant an extension. They should do so without delay.

3.5.5 The TOA (or an alternate) attends all PAC hearings. This enables the PAC to explore any more general issues arising out of the hearing.

3.6 When the accounting officer is not available

3.6.1 Each public sector organisation must have an accounting officer available for advice or decision as necessary at short notice.

3.6.2 When the accounting officer is absent and cannot readily be contacted, another senior official should deputise. If a significant absence is planned, the accounting officer may invite the Treasury (or the sponsor department, as the case may be) to appoint a temporary acting accounting officer.

3.7 Conflicts of interest

3.7.1 Sometimes an accounting officer faces an actual or potential conflict of interest. There must be no doubt that the accounting officer meets the standards described in box 3.1 without divided loyalties. Possible ways of managing this issue include:

- for a minor conflict, declaring the conflict and arranging for someone other than the accounting officer to make a decision on the issue(s) in question;
- for a significant but temporary conflict, inviting the Treasury (or the sponsor department, as the case may be) to appoint an interim accounting officer for the period of the conflict of interest; or
- for serious and lasting conflicts, resignation.

3.8 Arm's length bodies

3.8.1 The responsibilities of accounting officers in departments and in arm's length bodies (ALBs) are essentially similar. Accounting officers in ALBs must also take account of their special responsibilities and powers. In particular, they must respect the legislation (or equivalent) establishing the organisation and terms of the framework document agreed with the sponsor department. See chapter 7 for more.

3.8.2 The framework document (or equivalent) agreed between an ALB and its sponsor always provides for the sponsor department to exercise meaningful oversight of the ALB's strategy and performance, pay arrangements and/or major financial transactions, eg by monthly returns, standard delegations and exception reporting. The sponsor department's accounts consolidate those of its ALBs so its accounting officer must be satisfied that the consolidated accounts are accurate and not misleading.

3.8.3 Overall, the accounting officer of a sponsor department should make arrangements to satisfy himself or herself that the ALB has systems adequate to meet the standards in box 3.1. Similarly, the accounting officer of an ALB with a subsidiary should have meaningful oversight of the subsidiary. It is not acceptable to establish ALBs, or subsidiaries to ALBs, in order to avoid or weaken parliamentary scrutiny.

3.8.4 Exceptionally, the accounting officer of a sponsor department may need to intervene if an ALB drifts significantly off track, eg if its budget is threatened, its systems are badly defective or it falls into disrepute. This may include replacing some or all of the leaders of the ALB, possibly even its accounting officer.

3.8.5 There are sensitivities about the role of the accounting officer in an ALB which is governed by an independent board, eg a charity or company. The ALB's accounting officer, who will normally be a member of the board, must take care that his or her personal legal responsibilities do not conflict with his or her duties as a board member. In particular, the accounting officer should vote against any proposal which appears to cause such a conflict; it is not sufficient to abstain.

3.8.6 Moreover, if the chair or board of such an ALB is minded to instruct its accounting officer to carry out a course inconsistent with the standards in box 3.1, then the accounting officer should make his or her reservations clear, preferably in writing. If the board is still minded to proceed, the ALB accounting officer should then:

- ask the accounting officer of the sponsor department to consider intervening to resolve the difference of view, preferably in writing;
- if the board's decision stands, seek its written direction to carry it out, asking the sponsor department to inform the Treasury;
- proceed to implement without delay; and
- follow the routine in paragraph 3.4.5.

3.8.7 This process is similar to what happens in departments (see section 3.4), allowing for the special position of the organisation's board, which is often appointed under statute.

3.9 In the round

3.9.1 It is not realistic to set firm rules for every aspect of the business with which an accounting officer may deal. Sometimes the accounting officer may need to take a principled decision on the facts in circumstances with no precedents. Should that happen, the accounting officer should be guided by the standards in box 3.1 in assessing whether there is a case for seeking a direction for any of the factors in box 3.2. It is essential that accounting officers seek good outcomes for the Exchequer as a whole, respecting the key principles of transparency and parliamentary approval for management of public resources.

3.9.2 Where time permits, the Treasury stands ready to help accounting officers think such issues through. It is good practice to document decisions where the accounting officer has had to strike difficult judgements, especially where they break new ground.

4

Governance and Management

Public sector organisations should have good quality internal governance and sound financial management. Appropriate delegation of responsibilities and effective mechanisms for internal reporting should ensure that performance can be kept on track. Good practice should be followed in procuring and managing resources and assets; hiring and managing staff; and deterring waste, fraud and other malpractice. Central government departments have some specific responsibilities for reporting, including to parliament.

4.1 Governance structure

4.1.1 Each public sector organisation should establish governance arrangements appropriate to its business, scale and culture. The structure should combine efficient decision making with accountability and transparency.

4.1.2 In doing so, central government departments should be guided by the *Corporate Governance Code*¹. Each public sector organisation needs clear leadership, normally provided by a board. Box 4.1 sets out best practice for departmental boards.

Box 4.1: best practice for boards in central government departments

- chaired by the department's most senior minister, with junior ministers as members
- comparable numbers of official and non-executive members, including a lead non-executive and a professionally qualified finance director (see annex 4.1)
- meeting at least quarterly
- sets the department's strategy to implement ministers' policy decisions
- leads the department's business and determines its culture
- ensures good management of the department's resources – financial, assets, people
- decides risk appetite and monitors emerging threats and opportunities
- steers performance to keep it on track using regularly updated information about progress
- keeps an overview of its ALBs' activities

4.1.3 It is good practice for ALBs to use similar principles. In many ALBs some structural features, such as board composition, derive from statute but considerable discretion may remain. In some organisations it is usual, or found valuable, for the board to include members with designated responsibility or expertise, eg for regional affairs or for specialist professional skills.

4.1.4 In order to carry out its responsibilities each board needs to decide, and document, how it will operate. Box 4.2 outlines the key decisions. It is not exhaustive. Once agreed, the working rules should be reviewed from time to time to keep them relevant. Boards should

¹ <https://www.gov.uk/government/publications/corporate-governance-code-for-central-government-departments> for both the code and the good practice guidance

challenge themselves to improve their working methods, so that their processes can achieve and maintain good modern business practice.

Box 4.2: key decisions for boards

- mission and objectives
- delegations and arrangements for reporting performance
- procedures and processes for business decision making
- scrutiny, challenge and control of significant policies, initiatives and projects
- risk appetite and risk control procedures, eg maintaining and reviewing a risk register
- control and management of associated ALBs and other partnerships
- arrangements for refreshing the board
- arrangements for reviewing the board's own performance
- accountability – to the general public, to staff and other stakeholders (see section 4.13)
- how the insights of non-executives can be harnessed
- how often the board's working rules will be reviewed

4.2 Working methods

4.2.1 The accounting officer of each organisation is accountable to parliament for the quality of the administration that he or she leads. The administrative standards expected are set out in the *Civil Service Code*² and the Ombudsman's *Principles of Public Administration*³. They allow considerable flexibility to fit with each organisation's obligations and culture. It is against these standards that failure to deliver is assessed.

4.2.2 Another fundamental concept is the Treasury's leadership position in managing public expenditure, and setting the rules under which departments and their ALBs should deploy the assets, people and other resources under their control. In turn each public sector organisation should have robust and effective systems for their internal management. Box 4.3 outlines the key decisions each organisation needs to make.

4.2.3 To help the Treasury carry out this task properly:

- departments should provide the Treasury with accurate and timely information about in-year developments - their expenditure, performance against objectives and evolution of risk (eg serious unforeseen events or discovery of fraud);
- ALBs should provide their sponsor departments with similar information; and
- the established mechanisms for controlling and reporting public expenditure, including Treasury support or approval where necessary, should be respected.

4.2.4 In particular, departments should consult the Treasury (and ALBs their sponsor departments) at an early stage about proposals to undertake unusual transactions or financing techniques. This applies especially to any transactions which may have wider implications elsewhere in the public sector (see paragraph 2.3.4 and box 2.3).

² <http://www.civilservice.gov.uk/about/values>

³ <http://www.ombudsman.org.uk/improving-public-service/ombudsmansprinciples>

4.2.5 Working with the accounting officer, the finance director of each public sector organisation has special responsibility for seeing that the standards described in this chapter are respected. Annex 4.1 sets this out in more detail.

Box 4.3: essentials of effective internal decision making

choice

- active management of the portfolio of risks and opportunities
- appraisal of alternative courses of action using the techniques in the *Green Book*, and including assessment of feasibility to achieve value for money
- where appropriate, use of models (see annex 4.2) or pilot studies to provide evidence on which to make decisions among policy or project choices
- active steering of initiatives, eg reviews to take stock at critical points of projects

operation

- appropriate internal delegations, with a single senior responsible officer (SRO) for each significant project or initiative, and a single senior person leading each end to end process
- prompt, regular and meaningful management information on costs (including unit costs), efficiency, quality and performance against targets to track progress and value for money
- proportionate administration and enforcement mechanisms, without unnecessary complexity
- use of feedback from internal and external audit and elsewhere to improve performance
- regular risk monitoring, to track performance and experience and make adjustments in response

afterwards

- mechanisms to evaluate policy, project and programme outputs and outcomes, including whether to continue, adjust or end any continuing activities
- arrangements to draw out and propagate lessons from experience

4.3 Opportunity and risk

4.3.1 Embedded in each public sector organisation's internal systems there should be arrangements for recognising, tracking and managing its opportunities and risks. Each organisation's governing body should make a considered choice about its desired risk appetite, taking account of its legal obligations, ministers' policy decisions, its business objectives, and public expectations of what it should deliver. This can mean that different organisations take different approaches to the same opportunities or risks.

4.3.2 There should be a regular discipline of reappraising the opportunities and risks facing the organisation since both alter with time and circumstances, as indeed may the chosen responses. This process should avoid excessive caution, since it can be as damaging as unsuitable risk taking. The assessment should normally include:

- maintaining a risk register, covering identified risks and contingent risks from horizon scanning;
- reputational risks, since poor performance could undermine the credibility, and ultimately the creditworthiness, of the Exchequer as a whole;
- consideration of the dangers of maintaining the status quo;
- plans for disaster recovery;

- appraisal of end to end risks in critical processes and other significant activities.

4.3.3 In making decisions about how to manage and control opportunity and risk, audit evidence and other assurance processes can usefully inform choice. Audit, including internal audit, can provide specific, objective and well-informed assurance and insight to help an organisation evaluate its effectiveness in achieving its objectives. It is good practice for the audit committee to advise the governing board of a public sector organisation on its key decisions on governance and managing opportunities and risks. It is also a good discipline for this process to include evaluating progress in implementing PAC recommendations, where they have been accepted.

4.3.4 In turn the board should support the accounting officer in drawing up the governance statement, which forms part of each organisation's annual accounts. See annex 3.1. Further guidance about managing risks is in annex 4.3 and the Orange Book.

4.4 Insurance

4.4.1 In the private sector risk is often managed by taking out insurance. In central government it is generally not good value for money to do so. This is because the public sector has a wide and diverse asset portfolio; a reliable income through its ability to raise revenue through taxation; and access to borrowed funds more cheaply than any in the private sector. In addition commercial providers of insurance also have to meet their own costs and profit margins. Hence the public purse is uniquely able to finance restitution of damaged assets or deal with other risks, even very large ones. If the government insured risk, public services would cost more.

4.4.2 However, there are some limited circumstances in which it is appropriate for public sector organisations to insure. They include legal obligations⁴, and occasions where commercial insurance would provide value for money⁵. Further information about insurance generally is in annex 4.4.

4.5 Control of public expenditure

4.5.1 The Treasury coordinates a system through which departments are allocated budget control totals for their public expenditure. Each department's allocation covers its own spending and that of its associated ALBs. Within the agreed totals, it has considerable discretion over setting priorities to deliver the public services for which it is responsible.

4.5.2 Each public sector organisation should run efficient systems for managing payments (see box 4.4). It should also keep its use of public resources within the agreed budgets, take the limits into account when entering into commitments, and generally ensure that its spending profile is sustainable.

4.5.3 Any major project, programme or initiative should be led by a senior responsible owner (SRO). It is good practice to aim for continuity in such appointments⁶.

⁴ eg ALBs should insure vehicles where the Road Traffic Act requires it

⁵ eg where private sector contractors take out single-site insurance policies because they are cheaper than each individual party insuring themselves separately.

⁶ See annex 4.5.

Box 4.4: essentials of systems for committing and paying funds

- Selection of projects after appraisal of the alternatives (see the *Green Book*), including the central clearance processes for larger commitments.
- Open competition to select suppliers from a diverse range, preferably specifying outcomes rather than specific products, to achieve value for money (see annexes 4.6 and 4.7).
- Where feasible, procurement through multi-purchaser arrangements, shared services and/or standard contracts to drive down prices.
- Effective internal controls to authorise acquisition of goods or services (including vetting new suppliers), within any legal constraints.
- Separation of authorisation and payment, with appropriate controls, including validation and recording, at each step to provide a clear audit trail.
- Checks that the goods or services acquired have been supplied in accordance with the relevant contract(s) or agreement(s) before paying for them.
- Payment terms chosen or negotiated to provide good value.
- Accurate payment of invoices: once and on time, avoiding lateness penalties (see annex 4.8).
- A balance of preventive and detective controls to tackle and deter fraud, corruption and other malpractice (see annex 4.9).
- Integrated systems to generate automatic audit trails which can be used to generate accounts and which both internal and external auditors can readily check.
- Periodic reviews to benefit from experience, improve value for money or to implement developments in good practice.

4.6 Receipts

4.6.1 Public sector organisations should have arrangements for identifying, collecting and recording all amounts due to them promptly and in full. Outstanding amounts should be followed up diligently. Key features of internal systems of control are suggested in box 4.5.

4.6.2 Public sector organisations should take care to track and enforce debts promptly. The presumption should be in favour of recovery unless it is uneconomic to do so.

Box 4.5: essential features of systems for collecting sums due

- Adequate records to enable claims to be made and pursued in full.
- Routines to prevent unauthorised deletions and amendments to claims.
- Credit management systems to manage and pursue amounts outstanding.
- Controls to prevent diversion of funds and other frauds.
- Clear lines of responsibility for making decisions about pressing claims increasingly more firmly, and for deciding on any abatement or abandonment of claims which may be merited.
- Arrangements for deciding upon and reporting any write-offs (see annex 4.10). Audit trails which can readily be checked and reported upon both internally and externally.

4.7 Non-standard financial transactions

4.7.1 From time to time public sector organisations may find it makes sense to carry out transactions outside the usual planned range, eg:

- **write-offs** of unrecoverable debts or overpayments;

- recognising **losses** of stocks or other assets;
- **long term loans** or **gifts** of assets.

4.7.2 In each case it is important to deal with the issue in the public interest, with due regard for probity and value for money. Annexes 4.10 to 4.12 set out what is expected when such transactions take place in central government, including notifying parliament.

4.7.3 Where an organisation discovers an underpayment, the deficit should be made good as soon as is practicable and in full. If there has been a lapse of time, for example caused by legal action to establish the correct position, it may be appropriate to consider paying interest, depending on the nature of the commitment to the payee and taking into account the reputation of the organisation and value for money for the Exchequer as a whole (see also section 4.11).

4.7.4 Similarly, public sector organisations may have reason to carry out current transactions which would not normally be planned for. These might be:

- extra contractual payments to service providers;
- extra-statutory payments to claimants (where a similar statutory scheme exists);
- ex gratia payments to customers (where no established scheme exists); or
- severance payments to employees leaving before retirement or before the end of their contract and involving payments above what the relevant pension scheme allows.

4.7.5 Again it is important that these payments are made in the public interest, objectively and without favouritism. The disciplines parliament expects of central government entities are set out in annex 4.13, which explains the notification procedure to be followed for larger one-off transactions of this kind. The steps to be considered when setting up statutory or extra-statutory compensation schemes are discussed in annex 4.14.

4.8 Unusual circumstances

4.8.1 Sometimes public sector organisations face dilemmas in meeting their commitments. They may have a legal or business obligation which would be uneconomic or inappropriate to carry out assiduously to the letter. In such cases it can be justifiable to seek a pragmatic, just and transparent alternative approach, appropriately reported to parliament in the organisation's annual accounts. One-off schemes of this kind are always novel and so require Treasury approval, not least because they may also require legislation or have to rest on the authority of a Supply and Appropriation Act (see section 2.5). Box 4.6 suggests precedented examples.

Box 4.6: examples of one-off pragmatic schemes

- A court ruling could mean that a public sector organisation owed each of a large number of people a very small sum of money. The cost of setting up and operating an accurate payment scheme might exceed the total amount due. The organisation could instead make a one-off payment of equivalent value to a charity representing the recipient group.
- A dispute with a contractor might conclude that the contractor owed a public sector organisation an amount too big for it to meet in a single year while staying solvent. The customer might instead agree more favourable payment terms, with appropriate safeguards, if this arrangement provides better value for money.

4.9 Staff

4.9.1 Each public sector organisation should have sufficient staff with the skills and expertise to manage its business efficiently and effectively. The span of skills required should match the organisation's objectives, responsibilities and resources, balancing professional, practical or operational skills and policy makers, and recognising the value of each discipline. Succession and disaster planning should ensure that the organisation can cope robustly with changes in the resources available, including unforeseen disruption.

4.9.2 Public sector organisations should seek to be fair, honest and considerate employers. Some desirable characteristics are suggested in box 4.7.

Box 4.7: public sector organisations as good employers

- selection designed to value and make good use of talent and potential of all kinds
- fairness, integrity, honesty, impartiality and objectivity
- professionalism in the relevant disciplines, always including finance
- arrangements to make sure that staff are loaded cost effectively
- management techniques balancing incentives to improve and disciplines for poor performance
- diversity valued and personal privacy respected
- mechanisms to support efficient working practices, both normally and under pressure
- arrangements for whistleblowers to identify problems privately without repercussions.

4.9.3 Similarly public sector employers have a right to expect good standards of conduct from their employees. The qualities and standards expected of civil servants are set out in the *Civil Service Code*. Other public sector employees should strive for similar standards, appropriate to their context.

4.10 Assets

4.10.1 All public sector organisations own or use a range of assets. Each organisation needs to devise an appropriate asset management strategy to define how it acquires, maintains, tracks, deploys and disposes of the various kinds of assets it uses. Annex 4.15 discusses how to set up and use such a strategy.

4.10.2 It is good practice for public sector organisations to take stock of their assets from time to time and consider afresh whether they are being used efficiently and deliver value for public funds. If there is irreducible spare capacity there may be scope to use part of it for other government activities, or to exploit it commercially for non-statutory business.

4.11 Standards of service

4.11.1 Poor quality public services are not acceptable. Public sector organisations should define what their customers, business counterparties and other stakeholders can expect of them.

4.11.2 Standards can be expressed in a number of ways. Examples include guidelines (eg response times), targets (eg take-up rates) or a collection of customer rights in a charter. Even where standards are not set explicitly, they may sometimes be inferred from the way the provider organisation carries out its responsibilities; so it is normally better to express them directly.

4.11.3 Whatever standards are set, they should be defined in a measurable way, with plans for recording performance, so that delivery can be readily gauged. It is good practice to use customer feedback, including from complaints, to reassess from time to time whether standards or their proxies (milestones, targets, outcomes) remain appropriate and meaningful.

4.11.4 Where public sector organisations fail to meet their standards, or where they fall short of reasonable behaviour, it may be appropriate to consider offering remedies. These can take a variety of forms, including apologies, restitution (eg supplying a missing licence) or, in more serious cases, financial payments. Decisions about financial remedies – which should not be offered routinely - should include taking account of the legal rights of the other party or parties and the impact on the organisation's future business.

4.11.5 Any such payments, whether statutory or ex gratia, should follow good practice (see section 4.13). Since schemes of financial redress often set precedents or have implications elsewhere, they should be cleared with the Treasury before commitments are made, just as with any other public expenditure out of the normal pattern (see sections 2.1 to 2.4).

4.12 Complaints

4.12.1 Those public sector organisations which deal with customers directly should strive to achieve clear, accurate and reliable standards for the products and services they provide. It is good practice to arrange for complaints about performance to be reviewed by an independent organisation such as an ombudsman.

4.12.2 Often such review processes are statutory. The activities of central government departments and the NHS are open to review by the PHSO⁷, whose *Principles of Good Complaints Handling*⁸ sets out generic advice on complaints handling and administration of redress (see also annex 4.14). After investigation of cases of specific complaint, the PHSO can rule on whether injustice or hardship can be attributed to maladministration or service failure, and may recommend remedies, either for individual cases or for groups of similar cases. If departments decline to follow the PHSO's advice, they should lay a memorandum in parliament explaining why.

⁷ <http://www.ombudsman.org.uk/>

⁸ <http://www.ombudsman.org.uk/improving-public-service/ombudsmansprinciples>

4.13 Transparency

4.13.1 All public sector organisations should operate as openly as is compatible with the requirements of their business. In line with the statutory public rights⁹, they should make available timely information about their services, standards and performance. This material should strike a careful balance between protecting confidentiality and open disclosure in the public interest.

4.13.2 All public sector organisations should adopt a publication scheme routinely offering information about the organisation's activities. They should also publish regular information about their plans, performance and use of public resources.

4.13.3 The published information should be in sufficient detail, and be sufficiently regular, to enable users and other stakeholders to hold the organisation and its ministers to account. Benchmarks can help local users to evaluate local performance more easily.

4.13.4 The primary document of record for central government departments is the report and accounts, which should consolidate information about the relevant ALBs. It should include a governance statement (see annex 3.1).

4.13.5 In addition, the Treasury is responsible for publishing certain aggregate information about use of public resources, for example Whole of Government Accounts (WGA) consolidating all central and local government organisations' accounts and comparisons of outturn with budgets. The Office for National Statistics (ONS) also uses input from data gathered by the Treasury to publish the national accounts.

4.13.6 In certain areas of public business it is also important or desirable to provide adequate public access to physical assets. Unnecessary or disproportionate restrictions should be avoided. Managed properly, this can be a valuable mechanism to promote inclusion and enhance public accountability.

4.14 Dealing with initiatives

4.14.1 Public sector organisations need to integrate all the advice in this handbook when introducing new policies or planning projects. Each is unique and will need bespoke treatment. The checklist in box 4.8 brings the different factors together. It applies directly to central government organisations but the principles will be of value elsewhere.

⁹ Eg Freedom of information act 2000, Data protection act 1998, Environment information regulations 2004 and the Re-use of public sector information regulations 2005.

Box 4.8: factors to consider when planning policies or projects

design

- Has the proposal been evaluated against alternative options, including doing nothing?
- Should there be pilot testing before full roll out?
- Are the controls agreed and documented clearly? Have the risks and opportunities been considered systematically? Is the change process resilient to shocks? What contingencies might arise?
- Is the intended intervention proportionate to the identified need?
- What standards should be achieved? How will performance be tracked and assessed? Could the proposal be simplified without loss of function?
- If partner(s) are involved, is the allocation of responsibilities appropriate?
- Will the proposal be efficient, effective and offer good value for money?
- Is the policy sustainable in the broadest sense? Should it have a sunset clause?
- Does the planned activity meet high standards of probity, integrity and honesty?
- Will the proposal deliver the desired outcome to time and cost?
- Does the accounting officer assess the initiative as compatible with the public sector standards?

control

- What prior agreement is required, if any?
- How will internal governance and delegation work? Will it be effective? Is it transparent? Should there be an SRO?
- Is there adequate legislation? If not, what is needed to make the action lawful?
- Is there any conflict with European law, including limits on state aids?
- How will the proposal be financed? Is there budget and Estimate cover? Is it appropriate to charge to help finance the service? Are charges set within the law?
- Is the proposed action within the department's delegated authorities?
- What financial techniques will be used to manage rollout, implementation and operation?
- Are project and programme management techniques likely to be useful?
- How will the intended new arrangements be monitored and efficiency measured?
- How will feedback be used to improve outcomes?
- Does the design inhibit misuse and counter fraud? What safeguards are needed?
- How will the associated risks be tracked and the responses adjusted?
- What intervention will be possible if things go off track?
- Would it be possible to recover from a disaster promptly?

accountability

- How should parliament be told of the proposal and kept informed of progress?
- What targets will be used? Are they sufficiently stretching?
- Is public access called for? How?
- Is the policy or service fair and impartial?
- Will its administration be open, transparent and accessible?
- Should there be customer standards? How are complaints used to improve performance?
- Should there be arrangements for redress after poor delivery?
- Is enforcement required? If so, is it proportionate?
- Is an appeal mechanism needed?
- Is regulation called for?

learning lessons

- What audit arrangements (internal and external) are intended?
- What information about the activity will be published? How and how often?
- When and how will the policy or project be evaluated to assess its cost and benefits and to determine whether it should continue, be adjusted, replaced or ceased?

Annex 4.1	Finance Directors
Annex 4.2	Use of models
Annex 4.3	Risk
Annex 4.4	Insurance
Annex 4.5	Senior Responsible Owner Accountability
Annex 4.6	Procurement
Annex 4.7	State aids
Annex 4.8	Expenditure and payments
Annex 4.9	Fraud
Annex 4.10	Losses and write-offs
Annex 4.11	Overpayments
Annex 4.12	Gifts
Annex 4.13	Special payments
Annex 4.14	Remedy
Annex 4.15	Asset management

5

Funding

This chapter explores the means by which central government organisations may obtain funds in order to finance public expenditure. The Treasury operates disciplines to respect parliament's concern to prevent unauthorised expenditure.

5.1 The framework for public expenditure control

5.1.1 Most public expenditure is financed from centrally agreed multi-year budgets administered by the Treasury, which oversees departments' use of their budget allocations. In the main, departments have considerable discretion about how they distribute these budget allocations, which are expressed net of relevant income. The main source of receipts to be netted off is fees and charges (see chapter 6).

5.1.2 The Treasury oversees and directs the rules that departments should respect in managing their budgets. Departments are expected to live within their allocations for each financial year, with some limited exceptions, eg for certain demand led services. The budgeting framework is explained in the *Consolidated Budgeting Guidance*, which is refreshed each year.

5.2 Grants

5.2.1 Each central government department decides how much of its budget provision it should cascade to its ALBs in each year of the multi-year agreement. Departments may pay them grants (for specific purposes) and grants-in-aid (unspecific support) to finance their spending; though it is the net spending of the ALB that scores in the departmental budget. Annex 5.1 explains more about grants.

5.2.2 Budgets and Estimates plan net spending and include all spending of ALBs however it is financed. In general it is sensible to consider arrangements for protecting the Exchequer interest through clawback of specific grants should the purposes for which they are agreed not materialise (annex 5.2).

5.3 Estimates

5.3.1 The multiyear departmental budgets agreed collectively among ministers do not of themselves confer authority to spend or commit resources. Parliamentary agreement, usually through the Supply Estimate process, is also essential (see box 2.1).

5.3.2 Departmental Estimates are put to parliament covering one financial year at a time, in the spring. Each covers the net expenditure of a department and its ALBs (ie all spending in budgets and any voted spend outside of budgets). For the year ahead, the provision sought should be taut and realistic, without padding. The *Supply and Estimates Guidance Manual* has more detail.

5.3.3 Before the summer recess, the provision sought in the Estimate is formally authorised in a Supply and Appropriation Act, which sets net expenditure limits for the year. The Act is then the legal authority for public expenditure within the ambit of the Estimate. The ambit itemises a specific range of permitted activities and income streams for the year.

5.3.4 Within a financial year, there is some scope for transferring (through virement) provision from one section or subhead to another within any of the control limits in the same Estimate. There is scope for adjusting Estimate provision through a Supplementary Estimate late in the year if circumstances change. A Supplementary Estimate should show all movements between sections, even if they would otherwise have been dealt with through virement.

5.3.5 Departmental Select Committees may examine departmental witnesses on the plans contained in Estimates. Usually such hearings take place after Estimates are laid in parliament but before they are voted into law.

5.3.6 If there is underspending against Estimate provision in one year, it cannot automatically be carried forward to a later year. If a department wants to spend resources it did not consume in a previous year, it needs Treasury approval and must also obtain fresh parliamentary authority to spend in the year(s) concerned.

5.3.7 Like budgets, Estimates are set net of income. But parliament needs to be made aware of receipts since Estimates authorise gross expenditure, normally using statutory powers. Annex 5.3 explains more about types of receipt. Chapter 6 contains guidance about setting and adjusting fees and charges.

5.3.8 Occasionally an Estimate sets a negative limit for permitted resources. This happens if income is expected to exceed the relevant gross expenditure. Similarly a Supplementary Estimate can be negative if provision for spending is to fall within a given year.

5.3.9 A department's Estimate for a year includes all spending within its agreed budget for that year, as well as any voted non-budget spending. Not all of this amount requires voted parliamentary approval since some items, such as Consolidated Fund Standing Services, are paid direct from the Consolidated Fund. Hence only the voted parts of the Estimate requiring parliamentary approval appear in the Supply and Appropriation Act. Of course the disciplines on public funds (box 3.1) apply to all the activities described in the Estimate and accounts whether within the Act or not.

5.4 Excess Votes

5.4.1 Accounting officers have an important role in overseeing the integrity of the Estimates for which they are responsible. In particular, accounting officers are responsible for ensuring that Estimates are in good order (see section 2.2).

5.4.2 The Treasury presents parliament each year with a Statement of Excesses to request retrospective authority for any unauthorised resources consumed above the relevant limits or outside the ambit of the Estimate. Parliament takes these excesses seriously. The PAC or departmental select committee may call witnesses to account in person or ask for a written explanation.

5.4.3 The Statement of Excesses includes two kinds of excess:

- spending above the amount provided in an Estimate; and
- irregular expenditure outside the ambit, eg on an unauthorised service.

5.4.4 Parliament usually regards the latter as particularly unsatisfactory because it means that the department concerned has flouted parliament's intentions¹ and may have defective systems of control. The auditor may identify such excesses as spending not covered by statutory powers, even if the total amount spent does not exceed the voted limit.

5.4.5 Expenditure in excess of provision on an activity agreed by parliament is also to be avoided since the authority of a Supply and Appropriation Act is just as essential as specific statutory authority (box 2.1). It is possible, with Treasury agreement, to raise the amount in an Estimate during the course of the year in a Supplementary. But otherwise accounting officers should reduce, reprioritise or postpone use of resources to keep within the provision parliament has agreed for the year.

5.5 Commitments

5.5.1 Parliament is not bound² to honour ministers' commitments unless and until there are statutory powers to meet them and it authorises public funds to finance them (through an Estimate) in a given year. This discipline is especially important when ministers plan a new service.

5.5.2 Because commitments can evolve into spending, they should always be scrutinised and appraised as stringently as proposals for consumption (box 4.8 may help). Some departments may agree with the Treasury blanket authority for defined and limited ranges of non-statutory commitments, eg indemnities for board members and commitments taken on the normal course of business. All other non statutory commitments are novel, contentious or repercussive, so Treasury approval is always essential before they are undertaken.

5.5.3 Public sector organisations should give parliament prompt and timely notice of any significant new commitments, whether using existing statutory powers or to be honoured through future legislation. Non statutory contingent liabilities (above a specified threshold) should always be notified in this way. The process is set out in annex 5.4.

Box 5.1: contingent liabilities: notifying parliament

- Parliament should be notified of uncertain liabilities in a meaningful way without spurious accuracy. It is good practice to notify parliament if a previously notified liability changes significantly, or can be clarified, eg if the timing can be firmed up.
- If a contingent liability affects several departments but cannot confidently be allocated among them, the relevant ministers should inform parliament in a pragmatic way. A single statement may well suffice.
- If, exceptionally, a new liability needs to remain confidential, the minister should inform the chairs of the relevant select committee and the PAC; then inform parliament openly when the need for confidentiality lifts.
- Ministers should inform parliament if an ALB assumes a contingent liability which it could not absorb within its own resources, since the risk ultimately lies with the sponsor department's budget.

¹ He has breached the Concordat – see annex 2.3

² Under the Concordat

5.5.4 The general rule is to err on the side of caution in keeping parliament informed of emerging contingent liabilities. It is impossible to generalise about every possible set of circumstances but some guidance is in box 5.1.

5.6 Tax

5.6.1 Public sector organisations should not engage in, or connive at, tax evasion, tax avoidance or tax planning. If a public sector organisation were to obtain financial advantage by moderating the tax paid by a contractor, supplier or other counterparty, it would usually mean that the Exchequer as a whole would be worse off – thus conflicting with the accounting officer’s duties (section 3.3). Thus artificial tax avoidance schemes should normally be rejected. It should be standard practice to consult HMRC³ about transactions involving non-standard approaches to tax before going ahead.

5.6.2 There is of course no problem with using tax advisers to help meet normal legitimate requirements of carrying on public business. These include administration of VAT, PAYE and NICs, where expert help can be useful and efficient.

5.6.3 Proposals to create new taxes in order to assign their proceeds to new spending proposals are rarely acceptable. Decisions on tax are for Treasury ministers, who are reluctant to compromise their future fiscal freedom to make decision.

5.7 Public dividend capital

5.7.1 Certain public sector businesses, notably trading funds and certain Health Trusts, are set up with public dividend capital (PDC) in lieu of equity. Like equity, PDC should be serviced, though not necessarily at a constant rate.

5.7.2 PDC is not a soft option. In view of the risk it carries, it should deliver a rate of return comparable to commercial equity investments carrying a similar level of risk. There is scope for the return to vary to reflect market conditions and investment patterns; but persistent underperformance against the agreed rate of return should not be tolerated.

5.7.3 A department needs specific statutory power to issue PDC, together with supply cover to pay it out of the Consolidated Fund. Sometimes instead of a specific issue of PDC, the legislation establishing (or financially reconstructing) a public sector business deems an issue of PDC to the new business. Dividends on PDC, and any repayments of PDC, are paid to the sponsor department of the business.

5.7.4 Further information about the use of PDC is in section 7.8 (trading funds).

5.8 Borrowing by public sector organisations

5.8.1 Some public sector organisations, eg certain trading funds, are partly financed through loans provided through the sponsor department’s Estimate; or from the National Loans Fund (NLF). In these cases Treasury consent and specific legal powers are always required. Limits and other conditions are common. See annex 5.5 for more.

5.8.2 NLF and Voted loans can only be made if there is reasonable expectation that the loan will be serviced and repaid promptly. Similarly, when ALBs borrow, their sponsor departments

³ HMRC customer relationship manager or customer co-ordinator

explicitly stand behind them and so should scrutinise borrowers' creditworthiness, not just relying on their track records, in order to satisfy themselves that such loans are sound. For NLF loans, if timely repayment could not realistically be expected, the loan would be unlawful.

5.8.3 Should a department become aware of concerns about the security of outstanding loans (either its own or an ALB's), it should warn the Treasury promptly and consider what action it can take to reduce or otherwise mitigate any potential loss. If a loan becomes irrecoverable, remedial treatment should be agreed with the Treasury and then notified to parliament.

5.8.4 The NLF cannot make a loss. So the interest rates charged on NLF loans, whether fixed or variable, must be higher than the rates at which the NLF could raise funds for a similar period. Early repayment is sometimes possible, eg if the borrower has windfall receipts, but never simply to refinance on terms more favourable to the borrower because a fee is charged to match the Exchequer costs when a loan ends early. This is because the NLF finances the amount outstanding using money market instruments sold at the time the loan was made, and must continue to service those instruments. So the Exchequer as a whole would make a loss if the NLF offered cheaper replacement loans.

5.8.5 While NLF loans are repaid to the NLF, voted loans are repaid to the Consolidated Fund. The treatment of repayments and interest payments in Estimates and accounts is discussed in the *Consolidated Budgeting Guidance*, the *Estimate Manual* and the FReM. The Treasury accounts for NLF transactions in the NLF's accounts. Any proposed write-offs must be notified to parliament after obtaining Treasury agreement: see annex 5.5

5.9 External borrowing

5.9.1 Public sector organisations may borrow from private sector sources only if the transaction delivers better value for money for the Exchequer as a whole. Because non-government lenders face higher costs, in practice it is usually difficult to satisfy this condition unless efficiency gains arise in the delivery of a project (eg PFI). Treasury agreement to any such borrowing, including by ALBs, is also essential. Nevertheless it can sometimes be expedient for public sector bodies to borrow short term, for example by overdraft.

5.9.2 When a sponsor department's ALB borrows, the department should normally arrange to guarantee the loan to secure a fine rate. This is not always possible, eg when a guarantee would rank as a state aid (see annex 4.7). A department which guarantees a loan normally⁴ needs a specific statutory power as well as Estimate provision. On exceptional occasions temporary non-statutory loans may be possible.

5.9.3 The case for a guarantee should be scrutinised as thoroughly as if indeed a loan were made. Since guarantees always entail entering into contingent liabilities, parliament must be notified when a loan guarantee is given, using the reporting procedures in annex 5.4.

5.9.4 Occasionally there is a case for an ALB to borrow in foreign currency in its own name rather than the government's. Because this can affect the credit standing of the government as a sovereign borrower, and may well cost more, it is essential to consult the Treasury beforehand. The same principles apply to the borrowing of any bodies, such as subsidiaries, for which a department's ALBs are responsible.

⁴ The Concordat applies here in just the same way as to spending – see annex 2.3

5.10 Multiple sources of funding

5.10.1 Sometimes public sector organisations derive funding from more than one source. Examples of funding other than voted funds include national insurance contributions (which are dedicated to the National Insurance Fund), lottery funding and charitable funding. All of these alternatives usually come with specific conditions attached.

5.10.2 Organisations in this position should segregate and account separately for the different streams of funding so that they can apply the relevant terms and conditions to each. In particular, where a source of funding is designated to a particular purpose, it is rarely appropriate to use another instead. In those circumstances switching is novel and contentious and thus requires Treasury approval.

5.10.3 When there is doubt about how to handle multiple streams of funding, it is good practice to consult the Treasury.

5.11 Cash management

5.11.1 The various organisations in central government together handle very large flows of public funds. At the end of each working day, the Exchequer must either borrow from the money market or place funds on deposit with the money market, depending on the net position reached after balancing outflows to finance expenditure against inflows from taxes and other sources.

5.11.2 So there is considerable advantage to be gained for the Exchequer as a whole by minimising this net position. In practice this means gathering balances together at the end of each working day. In aggregate all these accounts make up the Exchequer Pyramid, managed by the Treasury. Most funds are held with the Government Banking Service.

5.11.3 It is essential for central government organisations to minimise the balances in their own accounts with commercial banks. Were each to retain a significant sum in its own account with such banks, the amount of net government borrowing outstanding on any given day would be appreciably higher, adding to interest costs and hence worsening the fiscal balance.

5.11.4 Each central government organisation should establish a policy for its use of banking services. See annex 5.6 for guidance. Sponsor departments should also make sure that their ALBs are aware of the importance of managing this aspect of their business efficiently and effectively (see box 7.2).

5.12 Other financing techniques

5.12.1 Depending on its circumstances, purposes and risk profile, a public sector organisation may consider using financial instruments provided by the commercial markets. Among these techniques are foreign currency transactions and various hedging instruments designed to control or limit business risks, for example those arising out of known requirements for specific future purchases of market priced commodities. Mundane possibilities are use of credit or debit cards, in order to secure faster settlements.

5.12.2 As with making decisions about other policies and projects, an organisation considering using unfamiliar financing techniques should evaluate them carefully, especially to assess value for money. The checklists in boxes 4.5 and 4.6 have reminders of factors that may need to be considered. As such transaction(s) are almost always novel, contentious or repercussive, it is essential to consult the Treasury.

5.12.3 Any organisation using a new or non-standard technique should ensure that it has the competence to manage, control and track its use and any resulting financial exposures, which may vary with time. In particular, departments should consult the Treasury before using derivatives for the first time (and ALBs their sponsoring departments).

5.12.4 When assessing an unfamiliar financing technique, it is important to remember that providers of finance and complex financial instruments intend to profit from their business. And providers' costs of finance are always inferior to the UK government's cost of borrowing. So it is usually right to be cautious about any novel techniques. The Treasury will always refuse proposals to speculate. Offers which appear too good to be true usually are.

5.12.5 As with managing other business, parliament may ask accounting officers to justify any decisions about use of financial transactions, especially if with hindsight they have not achieved good value for money.

Annex 5.1	Grants
Annex 5.2	Protecting the Exchequer interest (clawback)
Annex 5.3	Treatment of income and receipts
Annex 5.4	Contingent liabilities
Annex 5.5	Departmental lending
Annex 5.6	Banking and cash management

6

Fees, charges and levies

Charges for services provided by public sector organisations normally pass on the full cost of providing them. There is scope for charging more or less than this provided that ministers choose to do so, parliament consents and there is full disclosure. Public sector organisations may also supply commercial services on commercial terms designed to work in fair competition with private sector providers. Parliament expects proper controls over how, when and at what level charges may be levied.

6.1 Why charges matter

6.1.1 Certain public goods and services are financed by charges rather than from general taxation. This can be a rational way to allocate resources because it signals to consumers that public services have real economic costs. Charging can thus help prevent waste through badly targeted consumption. It can also make comparisons with private sector services easier, promote competition, develop markets and generally promote financially sound behaviour in the public sector.

6.1.2 There are unavoidable reasons why policy on charging is important:

- charges substitute for taxation (or, in the short term, borrowing) as a means of government finance. Decisions on charging policy should therefore be made with the same care, and to similar standards, as those on taxation;
- for this reason, parliament expects to consider legislation on whether charges should be levied; how they should be structured; and on charge levels;
- international standards¹ determine how income from charges is classified in the national accounts. Certain charges are treated as taxes.

6.1.3 As in other areas of managing public funds, parliament expects the Treasury to make sure that its interests are respected, including pursuit of efficiency and avoidance of waste or extravagance. Because Estimates and budgets are shown net of income, special effort is required to give parliament information about both gross and net costs, and about the sources and amounts of income.

6.2 Basic principle

6.2.1 The standard approach is to set charges to recover full costs. Cost should be calculated on an accruals basis, including overheads, depreciation (eg for start up or improvement costs) and the cost of capital. Annex 6.1 sets out how to do this.

6.2.2 This approach is simply intended to make sure that the government neither profits at the expense of consumers nor makes a loss for taxpayers to subsidise. It requires honesty about the policy objectives and rigorous transparency in the public interest.

¹ The Treasury and public accounts follow classification decisions taken by the Office for National Statistics, an independent organisation which is guided by the international standards set out in the European System of Accounts

6.2.3 As elsewhere, organisations supplying public services should always seek to control their costs so that public money is used efficiently and effectively. The impact of lower costs should normally be passed on to consumers in lower charges. Success in reducing costs is no excuse for avoiding the principles in this guidance.

6.2.4 This chapter applies to all fees and charges set by ministers and by an extensive range of public bodies: departments, trading funds, NDPBs, the NHS, non-devolved services in Scotland, Wales and Northern Ireland, and most public corporations. Departments should be able to satisfy themselves that their ALBs can deliver the financial objectives for the services they charge for. This chapter also applies when one public organisation supplies another with goods or services; and to certain statutory local authority charges set by ministers.

6.3 Setting a charge: standard practice

6.3.1 When a charge for a public service is to be made, it is normally necessary to rely on powers in primary legislation. The legislation should be designed so that ministers decide, or have significant influence over, both the structure of the charge and its level. It is common to frame primary legislation in general terms, using secondary legislation to settle detail.

6.3.2 Treasury consent is required for all proposals to extend or vary charging schemes. This holds even if the primary legislation does not call for it, or the delegated authorities within which the organisation operates would otherwise allow it.

6.3.3 It is sometimes possible to rely on secondary legislation rather than primary to determine charges:

- an order under s2(2) of the European Communities Act 1972 can introduce the substantive policy for certain implementing EU legislation. Or if it is possible, an order under s56 of the Finance Act 1973 can be used;
- restructuring of charges can sometimes be achieved by an order under s102 of the Finance (no 2) Act 1987 (see box 6.1).

Box 6.1: restructuring charges using S.102

- A s102 order can extend or vary powers in existing primary legislation.
- It can permit restructuring by specifying factors to be taken into account when setting fees.
- Explicit prior Treasury consent is always essential.

But

- A s102 order cannot create a power for new charges where no primary legislation exists.
- Nor can it lift restrictions in (or in any other way undermine) primary legislation.
- Parliament is usually sceptical because s102 substitutes secondary for primary legislation.

6.3.4 When deciding the level of a charge, it is important to define:

- the range(s) of services for which a charge is to be made;
- how any categories of service are to be differentiated, if at all, in setting charges.

6.3.5 The standard approach is that the same charge should apply to all users of a defined category of service, so recovering full costs for that category of service. Different charges may

be set for objectively different categories of service costing different amounts to provide. Box 6.2 shows how this can work.

Box 6.2: how different charges can apply to different categories of service

Different categories could be recognised by:

- distinguishing supply differences, eg in person, by post or online
- priorities, eg where a quicker service costs more
- quality, eg charging more for a premium service with more features
- recognising structural differences, where it costs more to supply some consumers.

6.3.6 However, different groups of customers should not be charged different amounts for a service costing the same, eg charging firms more than individuals. Similarly, cross subsidies are not standard practice, eg charging large businesses more than small ones where the cost of supply is the same.

6.3.7 Charges within and among central government organisations should normally also be at full cost, including the standard cost of capital. Any different approach would cause one party to make a profit or loss not planned in budgets agreed by ministers collectively; while the customer organisation(s) would conversely face charges higher or lower than full costs. A number of objectionable consequences might flow from this. For instance, a question of state aid could arise; or private sector consumers of the customer organisation might be charged distorted fees.

6.3.8 Shared services (box 6.3) are a special case of charging within the public sector.

Box 6.3: shared services

It is often possible to make economies of scale by arranging for several public service organisations to join together to deliver services cheaper, eg by using their joint purchasing power. One organisation supplies the other(s). Since all the parties should lower their costs, the accounting officer of each organisation should have no difficulty in recognising improved value for money for the Exchequer as a whole and so justify going ahead.

Public sector organisations supplying (or improving) shared services should consult the Treasury at an early stage of planning. Typically supplier organisations face the cost of setting up provision on a larger scale than they need for their own use. As with setting up any new service, plans in budgets should amortise initial costs so that they can be recovered over an appropriate period from the start of the service. More detail on shared services is in section 7.5.

It is not acceptable for supplier organisations to plan to profit from, or subsidise, supply to customer organisations in the public sector. Nor is it acceptable for accounting officers to resist shared services just because the impact on their own organisation is not perceived to be favourable.

6.4 Setting a charge: non-standard approaches

6.4.1 Ministers' policy objectives for a service where a charge is levied may not fit the standard model in section 6.3. In such cases it may be possible to deliver the policy objective in another way. Some ways of doing this are described below. Explicit Treasury consent, and often formal legal authority, is always required for such variations. It is desirable to consult the Treasury at an early stage to make sure that the intended strategy can be delivered.

Charging below cost

6.4.2 Where ministers decide to charge less than full cost, there should be an agreed plan to achieve full cost recovery within a reasonable period. Each case needs to be evaluated on its merits and obtain Treasury clearance. If the subsidy is intended to last, this decision should be documented and periodically reconsidered.

Charging above cost

6.4.3 ONS normally classifies charges higher than the cost of provision, or not clearly related to a service to the charge payer, as taxes. Such charges always call for explicit ministerial decision as well as specific statutory authority. The Treasury does not automatically allow departments to budget for net expenditure associated with above cost charges. Netting off, or netting off up to full costs, may be agreed in certain instances, considering each case on its merits.

6.4.4 Sometimes when a change of this kind is classified as a tax, departments also propose to assign its revenue. The Treasury always treat such proposals with caution (see 5.6.3).

Cross subsidies

6.4.5 Cross subsidies always involve a mixture of overcharging and undercharging, even if the net effect is to recover full costs for the service as a whole. So cross subsidised charges are normally classified as taxes. They always call for explicit ministerial decision and parliamentary approval through either primary legislation or a s102 order.

Information services

6.4.6 In the public interest, information may be provided free or at low charge. This approach recognises the value of helping the general public obtain the data they require to function in the modern world. There are some exceptions - see annex 6.2.

6.5 Levies

6.5.1 Compulsory levies, eg payments for licences awarded by statutory regulators, or duties to finance industry specific research foundations, are normally classified as taxation. Such levies may be justified in the wider public interest, not because they provide a direct beneficial service to those who pay them. Depending on the circumstances, the Treasury may allow regulators to retain the fees charged if this approach is efficient and in the public interest.

6.5.2 As with other fees and charges, levies should be designed to recover full costs. If the legislation permits, the charge can cover the costs of the statutory body, eg a regulator could recover the cost of registration to provide a licence and of associated supervision. It may be appropriate to charge different levies to different kinds of licensees, depending on the cost of providing different kinds of licences (see box 6.2).

6.6 Commercial services

6.6.1 Some public sector services are discretionary, ie no statute underpins them. Services of this kind are often supplied into competitive markets, though sometimes the public sector supplier has a monopoly or other natural advantage.

6.6.2 Charges for these services should be set at a commercial rate. The rate should deliver a commercial return on the use of the public resources deployed in supplying the service. So the financial target should be in line with market practice, using a risk weighted rate of return on

capital relevant to the sector concerned. The rate of return used in pricing calculations for sales into commercial markets should be:

- for sales into commercial markets, in line with competitors' assessment of their business risk, rising to higher rates for more risky activities; or
- where a public sector body supplies another, or operates in a market without competitors, the standard rate for the cost of capital (see annex 6.1).

6.6.3 If a publicly provided commercial service does not deliver its target rate of return, outstanding deficits should be recovered, eg by adjusting charges. Any objective short of achieving the target rate of return calls for ministerial agreement, and should be cleared with the Treasury. But discretionary services should never undermine the supplier organisation's public duties, including its financial objective(s).

6.6.4 It is important for public suppliers of commercial services to respect competition law. Otherwise public services using resources acquired with public funds might disturb or distort the fair operation of the market, especially where the public sector provider might be in a dominant position: see annex 6.3.

6.7 Disclosure

6.7.1 It is important that parliament is fully informed about use of charges. Each year the annual report of the charging organisation should give:

- the amounts charged
- full costs and unit costs
- total income received
- the nature and extent of any subsidies and/or overcharging
- the financial objectives and how far they have been met.

6.7.2 To keep parliament properly informed, Estimates should display details of expected income from charges. The Estimates Manual explains how the controls work.

6.7.3 The FReM sets out the information public sector organisations should publish in their accounts. It should include analysis of income.

6.8 Taking stock

6.8.1 As with any other use of public resources, it is important to monitor performance so that the undertaking can be adjusted as necessary to stay on track. It is good practice to review the service routinely at least once a year, to check, and if appropriate revise, the charging level. At intervals, a more fundamental review is usually appropriate, eg on a timetable compatible with the dynamics of the service. Box 6.4 suggests some issues to examine.

Box 6.4: reviewing a public service for which a charge is made

- Is it still right for a public sector body to use public resources to supply the service?
- Are there any related services for which there might be a case for charging?
- Does the business structure still make sense? Are the assets used for the service adequate?
- How can efficiency and effectiveness be improved so that charges can be lower or offer better value?
- Is the financial objective right?
- For a statutory (or other public sector) service, if full costs are not recovered, why not?
- For a commercial service, does the target rate of return still reflect market rates?
- Is it still appropriate to net off against costs any agreed charges above cost?
- Is there scope to secure economies of scale by developing a shared service?
- What developments might change the business climate?
- Do any discretionary services remain a good fit for the business model and wider objectives?
- Should any underused assets be redeployed, used to make a commercial return, or sold?
- Would another business model (eg licensing, contracting out, privatising) be better?

Annex 6.1	How to calculate charges
Annex 6.2	Charging for information
Annex 6.3	Competition law

7

Working with others

It often makes sense for public sector organisations to work with partners to deliver public services. This chapter outlines how sponsor departments should keep track of their ALBs, and where necessary control their activities. It is important that the public interest and the need to keep parliament informed are given priority in setting up and operating these relationships.

7.1 The case for working in partnership

7.1.1 Public sector organisations may be able to deliver public services more successfully if they work with another body. Central government departments may find it advantageous to delegate certain functions to ALBs that can be free to concentrate on them without conflict of interest. Or it may be helpful to harness the expertise of a commercial or civil society sector organisation with skills and leverage not available to the public sector.

7.1.2 Any such relationship inevitably entails tensions as well as opportunities. The autonomy of each organisation needs to be buttressed by sufficient accountability to give parliament and the public confidence that public resources are used wisely.

7.1.3 It can be important that an ALB is demonstrably independent. This in itself does not determine the ALB's form or structure. Independence is achieved by specifying how the ALB is to operate. Functional independence is compatible with financial oversight by the ALB's parent department and with accountability.

7.1.4 It is generally helpful to deal with any potential conflicts head on by deciding at the outset how the relationship(s) between the parties should work. The key issues to tackle are set out in box 7.1.

Box 7.1: Issues for partnerships with public sector members

- The decision to engage with a partner should rest on evaluation of a business case assessed against a number of alternatives, including doing nothing.
- Conflicts of interest should be identified so that handling strategies can be agreed, eg by establishing early warning processes or safeguards.
- The cultural fit of the partners should be close enough to give each confidence to trust the other.
- Accountability for use of public funds should not be weakened.

The terms of engagement, including governance, should be documented in a **framework agreement** or equivalent (see box 7.2).

7.2 Setting up new arm's length bodies

7.2.1 When a sponsor department sets up a new ALB, the nature of the new body should be decided early in the process. It is sensible for the functions of the new body to help determine this choice. Annex 7.1 offers advice and sources of guidance on setting up a new ALB and

compares the characteristics of agencies, non-departmental public bodies (NDPBs) and non-ministerial departments (NMDs). Departments should consult the Treasury and the Cabinet Office about making the choice.

7.2.2 In general, each new ALB should have a specific purpose, distinct from its parent department. There should be clear perceived advantage in establishing a new organisation, such as separating implementation from policy making; demonstrating the integrity of independent assessment; establishing a specialist identity for a professional skill; or introducing a measure of commercial discipline. It is sensible to be sceptical about setting up a new ALB, since it will often add to costs.

7.2.3 ALBs cannot be given authority to make decisions proper to ministers, nor to perform functions proper to sponsor departments. Only rarely is a non-ministerial department the right choice as NMDs have limited accountability to parliament¹. Nor is it acceptable to use a royal charter to establish a public sector body since such arrangements deny parliament control and accountability.

7.2.4 A sponsor department cannot relinquish all responsibility for the business of its ALBs by delegation. It should have oversight arrangements appropriate to the importance, quality and range of the ALB's business. Normally new, large, experimental or innovative ALBs need more attention from the sponsor than established or small ALBs doing familiar or low risk business. And the sponsor department always needs sufficient reserve powers to reconstitute the management of each ALB should events require it (see section 3.8).

7.2.5 The sponsor department should plan carefully to make sure that its oversight arrangements and the internal governance of any new ALB are designed to work together harmoniously without unnecessary intrusion. The ALB also needs effective internal controls and budgetary discipline so that it can live within its budget allocation and deliver its objectives. And the sponsor department must have sufficient assurance to be able to consolidate its ALBs' accounts with its own.

7.2.6 There is a good deal of flexibility about form and structure. It may be expedient, for example, to set up an organisation which is eventually to be sold as a Companies Act company. Or certain NDPBs may operate most effectively when constituted as charities. Mutual structures can also be attractive. Innovation often makes sense. The standard models are all capable of a good deal of customisation.

7.2.7 If the PAC decides to investigate an ALB, the accounting officers of both the ALB and its sponsor department should expect to be called as witnesses. The PAC will seek to be satisfied that the sponsor's oversight is adequate.

7.3 What to clarify

7.3.1 When documenting an agreement with a partner, public sector organisations should analyse the relationship and consider how it might evolve. The framework document (or equivalent) should then be kept up to date as the partnership develops. Box 7.2 contains terms which should always be considered for inclusion. The list is not exhaustive.

¹ The sponsor department also has less control as each NMD has its own budget, Estimate and annual accounts. So if a ministerial department transfers work to an NMD, there is a greater risk of excess votes in each.

7.2: framework terms for partnership agreements

purpose

- The aims of the relationship and its working remit.
- Its standards, key objectives and targets.

governance and accountability

- The legal relationship, including any financial or other limits.
- Any statutory requirements relating to the functions of the partnership.
- The governance of any ALB: its board structure, how its members are appointed (and disappointed). How the partnership should work, eg regular meetings of senior people.
- The extent to which any department is responsible to parliament for the conduct of a partner (essential for partnerships between departments and ALBs).
- Any other important features of the sponsorship role of the public sector partner, eg acting as intelligent shareholder or consulting third parties.
- How any relationships with departments other than the sponsor should operate.
- Any arrangements for regular reporting on performance to the public and/or parliament.
- Plans for any evolution (eg into a mutual) after a period of ALB status.
- Any arrangements for successor activity, eg establishing similar partnerships elsewhere.

decision making

- How strategic decisions about the future of the partnership will be made, with timetable, terms for intervention, break points, dispute resolution procedures, termination process.
- How the chain of responsibility should work, eg stewardship reporting, keeping track of efficiency, risk assessment, project appraisal, management of interdependencies.
- How the partnership will identify, manage and track opportunities and risks.
- The status of the staff; and how they are to be hired, managed and remunerated.
- How any professional input (eg medical, scientific) is to be managed and quality assured.
- Arrangements for taking stock of performance and learning lessons from it.
- Arrangements for intervention when necessary.

financial management

- The financial relationship of the partners, eg:
 - any founding capital (including assets, goods, financial sums or other valuables)
 - any periodic grants and their terms
 - how the partnership's corporate plan and annual target(s) are to be agreed
 - how asset management and capital projects are to be decided and managed
 - how cashflow is to be managed, and current expenditure financed
 - the distribution of income and profit flows
 - any financial targets, eg return on capital employed (ROCE)
 - how any charges to customers or users are to be set
 - any agreed limits on the partnership's business.
- Monitoring, financial reporting, regular liaison and any other tracking arrangements.
- Internal and external audit arrangements, with any relevant accounts directions.
- Arrangements for consolidation of accounts (essential for ALBs)

7.3.2 In framing founding documentation, the partners should adopt a proportionate approach. Parliament expects that public funds will be used in a way that gives reasonable assurance that public resources will be used to deliver the intended objectives.

7.3.3 In this process the aim should be to put the accounting officers of the parties in a position to take a well informed view on the current status of the relationship, enabling timely adjustments to be made as necessary. It is good practice to develop structured arrangements for regular dialogue between the parties to avoid misunderstandings and surprises.

7.3.4 Further advice about framework documents is in annex 7.2. It is important that such documents fit the business to which they relate (rather than following precedent or copying a standard model).

7.4 Agencies

7.4.1 Each agency is either part of a central government department or a department in its own right. Agencies are intended to bring professionalism and customer focus to the management and delivery of central government services, operating with a degree of independence from the centre of their home departments. Some are also trading funds (see section 7.8).

7.4.2 Each agency is established with a framework document on the lines sketched out in box 7.2. With the exception of those agencies which are trading funds (see section 7.8), they are normally funded through public expenditure supplied by Estimates. Departments should consult the Treasury and Cabinet Office about the preparation of their framework documents.

7.5 Departments working together

7.5.1 To promote better delivery and enhance efficiency, departments often find it useful to work with other government departments (or ALBs). This can make sense where responsibilities overlap, or both operate in the same geographical areas or with the same client groups - arrangements loosely categorised as joined up government. Such arrangements can offer opportunities for departments to reduce costs overall while each partner plays to its strengths.

7.5.2 Such relationships can be constituted in a number of different ways. Some models are sketched in box 7.3. The list is not exhaustive.

Box 7.3: examples of joined up activities in central government

- one partner can act as lead provider selling services (such as IT, HR, finance functions) to other(s) as customers, operating under service level agreement(s)
- cost sharing arrangements for common services (eg in a single building), allocated in line with an indicator such as numbers of staff employed or areas of office space occupied
- joint procurement using a collaborative protocol
- a joint venture project with its own governance, eg an agency or wholly owned company, selling services to a number of organisations, some or all of which may be public sector
- an outsourced service, delivering to several public sector customers

7.5.3 Shared services often need funding to set up infrastructure, eg to procure IT. This could be agreed in a spending review, or customers could buy in to the partnership by transferring budget provision to the lead provider. Each of the accounting officers involved should be

satisfied that the project offers value for money for the Exchequer as a whole. The provider's charges should be at cost, following the standard fees and charges rules (see chapter 6).

7.5.4 In any joint activity, there must be a single accounting officer so that the lines of responsibility are clear. If the PAC decides to investigate, the accounting officers of each of the participants should expect to be summoned as witnesses.

7.6 Non-departmental public bodies

7.6.1 Non-departmental public bodies (NDPBs) may take a number of legal forms, including corporates and charities. Most executive NDPBs have a bespoke structure set out in legislation or its equivalent (eg a Royal Charter²). This may specify in some detail what task(s) the NDPB is to perform, what its powers are, and how it should be financed. Sometimes primary legislation contains powers for secondary legislation to set or vary the detail of the NDPB's structure. Annex 7.1 has links to more about NDPBs.

7.6.2 Each NDPB is a special purpose body charged with responsibility for part of the process of government. Each has a sponsor department with general oversight of its activity. The sponsor department's report and accounts consolidates its NDPBs' financial performance.

7.6.3 NDPBs show considerable variety of structures and working methods, with scope for innovation and customisation. Some NDPBs may also need to work with other organisations as well as with their sponsor. All this should be documented in the framework document (see annex 7.2).

7.6.4 NDPBs' sources of finance vary according to their constitution and function. Box 7.4 shows the main options available.

Box 7.4: sources of finance for NDPBs

- specific conditional grant(s) from the sponsor department (and/or other departments)
- general (less conditional) grant-in-aid from the sponsor department
- income from charges for any goods or services the NDPB may sell
- income from other dedicated sources, eg lottery funding
- public dividend capital

7.6.5 In practice NDPBs always operate with some independence and are not under day-to-day ministerial control. Nevertheless, ministers are ultimately accountable to parliament for NDPBs' efficiency and effectiveness. This is because ministers: are responsible for NDPBs' founding legislation; have influence over NDPBs' strategic direction; (usually) appoint their boards; and retain the ultimate sanction of winding up unsatisfactory NDPBs.

7.7 Public corporations

7.7.1 Some departments own controlling shareholdings in public corporations or Companies Act companies, perhaps (but not necessarily) as a step toward disposal. Public corporations' powers are usually defined in statute; but otherwise all the disciplines of corporate legislation

² This route is no longer used - see Section 2.5.

apply. The Shareholder Executive, which specialises in strategic management of corporates, may be a good way of managing departments' responsibilities as shareholders.

7.7.2 Sponsor departments should define any contractual relationship with a corporate in a framework document adapted to suit the corporate context while delivering public sector disciplines. The financial performance expected should give the shareholder department a fair return on the public funds invested in the business. Box 7.5 offers suggestions. This approach may also be appropriate for a trading fund, especially if it is to become a Companies Act company in time.

7.7.3 A shareholder department may also use a company it owns as a contractor or supplier of goods or services. It is a good discipline to separate decisions about the company's commercial performance from its contractual commitments, so avoiding confusion about objectives. So there should be clear arm's length contracts between the company and its customer departments defining the customer-supplier relationship(s).

Box 7.5: outline terms for a relationship with a public corporation

- the shareholder's strategic vision for the business, including the rationale for public ownership and the public sector remit of the business
- the capital structure of the business and the agreed dividend regime, with suitable incentives for business performance
- the business objectives the enterprise is expected to meet, balancing policy, customer, shareholder and any regulatory interests
- the department's rights and duties as shareholder, including:
 - governance of the business
 - procedure for appointments (and disappointments)
 - financial and performance monitoring
 - any necessary approvals processes
 - the circumstances of, and rights upon, intervention
- details of any other relationships with any other parts of government

7.8 Trading funds

7.8.1 All trading funds are public corporations. Their activities are not consolidated with their sponsor departments' business. They must finance their operations from trading activity.

7.8.2 Each trading fund is set up through an order subject to affirmative resolution. Before an order can be laid in parliament, the Treasury needs to be satisfied that a proposed trading fund can satisfy the statutory requirement that its business plan is sustainable without additional funding in the medium term. A period of shadow operation as a pilot trading fund may help inform this assessment.

7.8.3 Each trading fund must be financed primarily from its trading income. In particular, each trading fund is expected to generate a financial return commensurate with the risk of the business in which it is engaged. In practice this means the target rate of return should be no lower than its cost of capital. The actual return achieved may vary a little from one year to the next, reflecting the market in which the trading fund operates.

7.8.4 The possible sources of capital for trading funds are shown in box 7.6. They are designed to give trading funds freedom from the discipline of annual Estimate funding. The actual mix

for a given trading fund must be agreed with the sponsor department (if there is one) and with the Treasury, subject to any agreed limits, eg on borrowing.

7.8.5 Further detail about trading funds is in annex 7.3. Guidance on setting charges for the goods and services trading funds sell is in chapter 6.

Box 7.6: sources of capital for trading funds

- public dividend capital (equivalent to equity, bearing dividends - see annex 7.4)
- reserves built up from trading surpluses
- long or short term borrowing (either voted from a sponsor department or borrowed from the National Loans Fund if the trading fund is a department in its own right)
- temporary subsidy from a sponsor department, voted in Estimates
- finance leases

7.9 Non-ministerial departments

7.9.1 A very few central government organisations are non-ministerial departments (NMDs). It is important that there is some clear rationale for this status in each case.

7.9.2 NMDs do not answer directly to any government minister. They have their own accounting officers, their own Estimates and annual reports, and settle their budgets directly with the Treasury. However, some ministerial department must maintain a watching brief over each NMD so that a minister of that department can answer for the NMD's business in parliament; and if necessary take action to adjust the legislation under which it operates. A framework document should define such a relationship.

7.9.3 This limited degree of parliamentary accountability must be carefully justified. It can be suitable for a public sector organisation with professional duties where ministerial input would be inappropriate or detrimental to its integrity. But the need for independence is rarely enough to justify NMD status. It is possible to craft arrangements for NDPBs which confer robust independence. Where this is possible it provides better parliamentary accountability, and so is to be preferred.

7.10 Local government

7.10.1 A number of central government departments make significant grants to local authorities. Some of these are specific (ring fenced). Most are not, allowing local authorities to set out their own priorities.

7.10.2 Nevertheless parliament expects assurances that such decentralised funds are used appropriately, ie that they are spent with economy, efficiency and effectiveness, and not wasted nor misused. The quality of the assurance available differs from that expected of central government organisations because local authorities' prime accountability is to their electorates.

7.10.3 For these relationships a framework document is not usually the most fruitful approach. Instead. Central government departments should draw up an annual account of how their accounting officers assure themselves that grants to local government are distributed and spent appropriately; and how underperformance can be dealt with. This account forms part of the governance statement in the report and accounts of each department affected (see annex 3.1).

7.10.4 Similar considerations apply to the NHS and centrally funded schools.

7.11 Innovative structures

7.11.1 Sometimes central government departments have objectives which more easily fit into bespoke structures suited to the business in hand, or to longer range plans for the future of the business. Such structures might, for example, include various types of mutual or partnership.

7.11.2 Proposals of this kind are by definition novel and thus require explicit Treasury consent. In each case, proposals are judged on their merits against the standard public sector principles after examining the alternatives, taking account of any relevant experience. The Treasury will always need to understand why one of the existing structures will not serve: eg the NDPB format has considerable elasticity in practice. Boxes 4.8 and 7.2 may help with this analysis.

7.12 Outsourcing

7.12.1 Public sector organisations often find it satisfactory and cost effective to outsource some services or functions rather than provide them internally. Candidates have included cleaning, security, catering and IT support. A wider range of services is potentially suitable for this treatment. Innovative approaches should be explored constructively.

7.12.2 The first step in setting up any outsourcing agreement should be to specify the service(s) to be provided and the length of contract to be sought. At that stage it is usually desirable to draw up an outline business case to help evaluate whether outsourcing makes financial and operational sense. Any decision to outsource should then be made to achieve value for money for the Exchequer as a whole.

7.12.3 It is good practice to arrange some form of competition for all outsourcing, as for other kinds of procurement. In most cases, it is legally essential to open the competition to all firms in the EU (see annex 4.7). If services are likely to be required at short notice - for example legal services for advice on opportunities, threats or other business pressures which emerge with little warning - it is good practice to arrange a competition to establish a standing panel of providers whose members can be called upon to deal with rapidly emerging needs.

7.12.4 Contracting out does not dissolve responsibility. Public sector organisations using a contractor should set in place systems to track and manage performance under the contract. It may be appropriate to plan for penalties for disruption and/or failure if the contractor cannot deliver. The PAC may need to be satisfied that the arrangements for contracting out entail sufficient accountability for the use of public funds.

7.13 Private finance

7.13.1 Where properly constructed and managed, public sector organisations can use private finance arrangements to construct assets and/or deliver services with good value for money. Structured arrangements where the private sector puts its own funds at risk can help deliver projects on time and within budget.

7.13.2 It is important to carry out a rigorous value for money analysis to determine whether these benefits are likely to exceed the additional cost of using private finance. Contracting organisations should also make sure that they are able to afford such arrangements over their working lifetimes, taking account, as far as possible, of the risk of difficult future financial environments. It is not good practice to embark on a private finance arrangement if it is dependent on other separate financial transactions taking place during the project's lifetime

7.13.3 Procurement using private finance is a flexible, versatile and often effective technique, so it should be considered carefully as a procurement option. Contracts should normally be built up using standard terms and guidance published by the Treasury (see Annex 7.4). Departure from standard guidance needs to be approved by the Treasury.

7.14 Commercial activity

7.14.1 When public bodies have assets which are not fully used but are to be retained, it is good practice to consider exploiting the spare capacity to generate a commercial return in the public interest. This is essentially part of good asset management.

7.14.2 Any kind of public sector asset can and should be considered. Candidates include both physical and intangible assets, for example land, buildings, equipment, software and intellectual property (see annex 4.15). A great variety of business models is possible.

7.14.3 Such commercial services always go beyond the public sector supplier's core duties. Because these assets concerned have been acquired with public funds, it is important that services are priced fairly: see chapter 6. It is also important to respect the rules on state aids: see annex 4.7. Central government organisations should work through the checklist at box 7.7.

Box 7.7: planning commercial exploitation of existing assets

- define the service to be provided
- establish that any necessary vires and (if necessary) Estimate provision exist
- identify any prospective business partners and run a selection process
- if the proposed activity is novel, contentious, or likely to set a precedent elsewhere, obtain Treasury approval
- take account of the normal requirements for propriety, regularity and value for money

7.14.4 While it makes sense to make full use of assets acquired with public resources, such activity should not squeeze out, or risk damaging, a public sector organisation's main objectives and activities. Similarly, it is not acceptable to acquire assets just for the purpose of engaging in, or extending, commercial activity. If a public sector supplier's commercial activity demands further investment to keep it viable, reappraisal is usually appropriate. This should consider alternatives such as selling the business, licensing it, bringing in private sector capital, or seeking other way(s) of exploiting the underused potential in the assets or business.

7.14.5 It is a matter of judgement when departments should inform parliament of the existence, or growth, of significant commercial ventures. It is good practice to consult the Treasury in good time on this point so that parliament can be kept properly informed and not misled.

7.15 Working with civil society bodies

7.15.1 Central government organisations may find they can deliver their objectives effectively through relationships with civil society bodies: ie charities, social, voluntary or community institutions, mutual organisation, social enterprises or other not-for-profit organisations. Such partnerships can achieve more than either the public or the civil society sector can deliver alone. For example, using a civil society sector organisation can provide better insight into demand for, and suitable means of delivery of public services.

7.15.2 It is good practice to plan relationships with civil society partners through a framework document, as with other partnerships. Some guidelines on how these relationships can work well in harmony with policy and spending decisions are in the Civil Society Compact³.

7.15.3 In this kind of relationship a public sector organisation may fund activities, make grants, lend assets, or arrange other transfers to a civil society sector body performing or facilitating delivery of services. It is desirable to build in safeguards to ensure that resources are used as intended (see annex 5.2). This gives parliament confidence that voted resources are used for the purposes it has approved.

7.15.4 The safeguards to be applied should be agreed at the start of the relationship. Customisation is nearly always essential. It is often right to require clawback, ie to agree terms in which public sector donors reclaim the proceeds if former publicly owned assets are sold.

Annex 7.1	Forming and reforming ALBs
Annex 7.2	Drawing up framework documents
Annex 7.3	Trading funds
Annex 7.4	Using private finance

³ <https://www.gov.uk/government/publications/compact-the-agreement-between-government-and-the-voluntary-community-sector>

A1.1

Annex 1.1 The Comptroller and Auditor General

Supported by staff of the National Audit Office (NAO), the Comptroller and Auditor General (C&AG) is the independent auditor of nearly all central government institutions. Using extensive statutory rights of access to records, the C&AG provides direct advice and assurance to Parliament.

A1.1.1 The C&AG is an officer of the House of Commons appointed by The Queen. He or she is responsible for the audit of most central government institutions. This work is carried out under his or her direction by NAO staff (see www.nao.org.uk) or by contracting out. NAO is in the public sector but independent of central government.

A1.1.2 The C&AG is appointed for a single non-renewable term of ten years; and can only be removed from office by The Queen on an address by both Houses of Parliament. In carrying out the statutory duties of the post, the C&AG is supported by the NAO's statutory board, which sets the strategic direction of the NAO. But the C&AG makes independent judgements, including on which studies to carry out and how.

A1.1.3 The NAO is financed by an Estimate presented by its board to the Public Accounts Commission (TPAC), a select committee of the House of Commons. NAO's expenditure may include some non-statutory functions, if TPAC approves them.

Audit

A1.1.4 In order to carry out financial audit work, the C&AG has extensive statutory rights of access to information held by a wide range of public sector organisations. This material is also required to compile Whole of Government Accounts, and extends to the records of many contractors and recipients of grants. The C&AG also has a right to obtain information about, and explanations of, any of this evidence.

A1.1.5 The C&AG is responsible for the financial audit of virtually all central government organisations, both their expenditure and revenue, and reports on them to Parliament. The C&AG's audits may include corporate organisations, where appropriate. Financial audits are carried out in accordance with International Standards on Auditing (UK and Ireland).

A1.1.6 In addition, the C&AG may carry out audits of particular areas of central government expenditure to establish whether public funds have been used economically, efficiently and effectively. Selection of these value for money (vfm) studies is the responsibility of the C&AG alone. The C&AG has the same level of access for vfm examinations as for financial audit.

A1.1.7 The C&AG does not normally need access to policy papers such as Cabinet, or Cabinet Committee, papers. Public sector organisations should cooperate with NAO requests for access to information, irrespective of its classification or other sensitivity. It can be important to work closely with NAO to avoid publication of any information too sensitive for publication.

A1.1.8 The Public Accounts Committee (PAC) may decide to examine witnesses on both financial and vfm studies. The PAC may also initiate other hearings on related matters.

The Comptroller function

A1.1.9 A small but important part of the C&AG's responsibilities is oversight of payments from the Consolidated Fund and the National Loans Fund. In response to requests from the Treasury, NAO staff establish that the sums paid out of these funds each business day are made in accordance with legislation. Once the authorisations (credits) are given, the Treasury may make drawings from these funds to finance the Exchequer's commitments.

A2.1

Annex 2.1 Treasury approval of legislation

This annex sets out how departments should clear proposed legislation with the Treasury where there are financial implications, either for expenditure or raising revenue. More detailed guidance on the preparation of legislation and the legislative process should be sought from departmental parliamentary clerks.

Consulting the Treasury

A2.1.1 When preparing legislation, departments must consult the Treasury:

- before any proposals for legislation with financial implications are submitted to ministers collectively for policy approval;
- about any provisions included in legislation with financial and public service manpower implications;
- on the terms of Money Resolutions and Explanatory Notes; and
- subsequently about any changes that are proposed to the agreed financial provisions, eg during the legislation's passage through Parliament.

A2.1.2 Departments should make sure that they achieve Treasury agreement early in the process and in any event before drafting instructions to Parliamentary Counsel are prepared.

Treasury consent

A2.1.3 All legislation with a financial dimension should provide for specific Treasury consents to any key changes in the implementation of the powers it contains. Examples of such triggers, all requiring ministerial decisions, are in box A2.1A. Treasury consent is required to protect the authority of the Chancellor of the Exchequer in matters of finance or establishment.

A2.1.4 In principle, the Chancellor's authority is protected by:

- the doctrine of the collective responsibility of ministers;
- the need for Treasury approval of Estimates before they are presented to Parliament and before resources consumed or expenditure incurred can be charged on the Consolidated Fund;

but providing for statutory consent avoids any danger that the Chancellor might be committed to legislation he or she would not have agreed.

Money resolutions

A2.1.5 A money resolution is required¹ for legislation which creates a charge upon public funds, either by way of new resource expenditure or by remission of debt. Further advice on money resolutions should be sought from Parliamentary Clerks.

A2.1.6 The responsible department should clear the draft with the Treasury at official level. When agreed, the Treasury will arrange for a copy initialled by the Financial Secretary to be returned to Counsel.

Box A2.1A: examples of legislation matters which require explicit Treasury approval

- as a direct charge (a Consolidated Fund standing service), or
- indirectly, ie “out of monies to be provided by Parliament” (through Estimates):
 - expenditure proposals affecting public expenditure as defined in the current public expenditure planning total, eg rates of grant
 - contingent liabilities, including powers to issue indemnities or to give guarantees
 - loans taken from the National Loans Fund (NLF)- provisions for writing off NLF debt
 - use of public dividend capital (PDC)- provisions involving the assets and liabilities of the CF and NLF- borrowing powers
 - fees and charges, including changes in coverage
 - the form of government accounts and associated audit requirements
 - public service manpower
 - pay and conditions (eg superannuation and early severance terms) of civil servants pay and conditions of board members of statutory organisations
 - creation of (or alteration to) new statutory bodies and related financial arrangements
 - provisions affecting grant recipients, including grants in aid
 - provisions on audit usually giving the C&AG right of access

Ways and Means resolutions

A2.1.7 A ways and means resolution is required in the House of Commons where legislation directs the payment of money raised from the public to the Consolidated Fund (this technically constitutes the raising of money for the Crown to spend). Some legislation may require both a money resolution and a ways and means resolution.

A2.1.8 Departments should clear ways and means resolutions with the Treasury. Further advice should be sought from parliamentary clerks.

Explanatory Notes

A2.1.9 Except for finance, consolidation and tax law rewrite bills, departments should prepare explanatory notes for all government bills. The main items to be covered are set out in box A2.1B. Guidance on preparation is on the Cabinet Office website².

¹ By virtue of Standing Order 49 of the House of Commons

² <https://www.gov.uk/government/publications/guide-to-making-legislation>

Box A2.1B: legislation authorising expenditure: explanatory notes

1. financial effects of the legislation:

- estimates of expenditure expected to fall on
 - the Consolidated Fund (CF), distinguishing between Consolidated Fund standing services and
 - charges to be met from Supply Estimates; or the National Loans Fund (NLF)
- estimates of any other financial consequences for total public expenditure (i.e. in addition to costs which would fall on the CF or NLF) as defined in the current public-expenditure planning total;
- estimates of any effects on local government expenditure

2. effects of the legislation on public service manpower:

- forecasts of any changes (or postponement of changes) to staff numbers in government departments expected to result from the legislation;
- forecasts of the likely effects to other public service manpower levels, for example in non-departmental public bodies and local authorities.

A2.2 Annex 2.2

Delegated authorities

This annex expands on the requirement for departments to obtain Treasury consent to their public expenditure and the process of delegated authorities.

A2.2.1 Treasury approval for expenditure is one aspect of the established understanding convention that Parliament expects the Treasury to control all other departments in matters of finance and public expenditure. Accounting officers are responsible (see first bullet of paragraph 3.3.3) for ensuring that prior Treasury approval is obtained in all cases where it is needed.

A2.2.2 The need for Treasury approval embraces all the ways in which departments might make public commitments to expenditure, not just Estimates or legislation, important as they are. Box A2.2A identifies the main ways in which the need can arise. It may not be exhaustive.

Box A2.2A: where Treasury approval is required

- public statements or other commitments to use of public resources beyond the agreed budget plans
- guarantees, indemnities or letters of comfort creating contingent liabilities
- any proposals outside the department's delegated limits
- all expenditure which is novel, contentious or repercussive, irrespective of size, even if it appears to offer value for money taken in isolation
- where legislation requires it
- fees and charges

Where Treasury approval has been overlooked, the case should immediately be brought to the Treasury's attention.

A2.2.3 Treasury approval:

- must be confirmed in writing, even where initially given orally;
- cannot be implied in the absence of a reply;
- must be sought in good time to allow reasonable consideration before decisions are required.

A2.2.4 Departmental ministers should be made aware when Treasury consent is required in addition to their own.

Delegation

A2.2.5 Formally, Treasury consent is required for all expenditure or resource commitments. In practice, the Treasury delegates to departments' authority to enter into commitments and to spend within predefined limits without specific prior approval from the Treasury (but see A.2.2.12 for exceptions). Delegated authorities may also allow departments to enter into

commitments to spend (eg contingent liabilities) and to deal with special transactions (such as some write-offs) without prior approval.

A2.2.6 Such delegated authorities strike a balance between the Treasury's need for control in order to fulfil its responsibilities to Parliament and the department's freedom to manage within its agreed budget limits and Parliamentary provision.

A2.2.7 Departments should not take general Treasury approval of an Estimate as approval for specific proposals outside delegated limits even if provision for them is included in the Estimate.

A2.2.8 The Treasury may also work through the Cabinet Office to set certain expenditure controls applicable across central government¹.

Setting delegated authorities

A2.2.9 The standard terms for inclusion in delegated authorities are set out in box A2.2B. It is best to set these out in a single document. Departments should appreciate that delegated authorities for certain kinds of expenditure can be modified or removed entirely if the Treasury is not satisfied that the department is using them responsibly.

A2.2.10 In establishing delegated authorities, the Treasury will:

- agree with the department how it will take spending decisions (e.g. criteria and/or techniques for investment appraisal, project management and later evaluation);
- establish a mechanism for checking the quality of the department's decision-taking (e.g. by reviewing cases above a specified limit, or giving full delegation but requiring a schedule of completed cases of which a sample may be examined subsequently); and
- encourage delegation of authority within the department to promote effective financial management. In general, authority should be delegated to the point where decisions can be taken most efficiently. It is for the accounting officer to determine how authority should be delegated to individual managers.

Box A2.2B: standard terms for delegated authorities

- a clear description of each item delegated
- the extent of each delegation, usually in financial terms, but potentially also in qualitative terms, eg all items of a certain kind to require approval
- any relevant authorities, eg the enabling legislation or letter from a Treasury minister
- the relevant budget provision
- the relevant section of the department's Estimate
- any effective dates
- arrangements for review.

A2.2.11 In turn departments should agree delegated authorities with their arm's length bodies. Delegations to ALBs should be no greater than departments' own delegated authorities.

¹ <https://www.gov.uk/government/publications/cabinet-office-controls-guidance-version-3-1>

In some cases express Treasury agreement may be required for some of their expenditure, eg very large projects.

A2.2.12 There are some areas of expenditure and resource commitments which the Treasury cannot delegate: see box A.2.2C.

Box A2.2C: where authority is never delegated

- items which are novel, contentious or repercussive, even if within delegated limits
- items which could exceed the agreed budget and Estimate limits
- contractual commitments to significant spending in future years for which plans have not been set
- items requiring primary legislation (eg to write off NLF debt or PDC)
- any item which could set a potentially expensive precedent
- where Treasury consent is a specific requirement of legislation

A2.2.13 Strictly, the Treasury cannot delegate its power of approval where there is a statutory requirement for Treasury approval. But in practice it can be acceptable to set detailed and objective criteria where Treasury approval can be deemed without specific examination of each case. This may be appropriate to avoid a great deal of detailed case-by-case assessment. The Treasury may ask for intermittent sampling to check that this arrangement is operating satisfactorily.

Failure to obtain Treasury authority

A2.2.14 All expenditure which falls outside a department's delegated authority and has not been approved by the Treasury, is **irregular**. It cannot be charged to departmental Estimates. Similarly, any resources committed or expenditure incurred in breach of a condition attached to Treasury approval is irregular.

A2.2.15 Where resource consumption or expenditure is **irregular**, the Treasury may be prepared to give retrospective approval if it is satisfied that:

- it would have granted approval had it been approached properly in the first place; and
- the department is taking steps to ensure that there is no recurrence.

Requests for retrospective approval should follow the same format as requests submitted on time.

A2.2.16 If the Treasury does not give retrospective approval or authorise write-off of irregular expenditure, the department must inform the NAO. The Treasury may also draw the matter to the attention of the responsible accounting officer. The C&AG may then qualify his or her opinion on the account and the PAC may decide to hold an oral hearing. In the case of voted expenditure, the Treasury will present an excess vote to Parliament to regularise the situation.

A2.2.17 It is **unlawful** to commit resources or incur expenditure without Treasury consent, where such consent is required by statute. In such cases retrospective consent cannot confer legality. Such consumption cannot, therefore, be regularised.

A2.2.18 In cases of unlawful expenditure, the responsible accounting officer must note the department's accounts accordingly and notify the NAO. It will then be for the C&AG to decide

whether to report on the matter to Parliament with the relevant accounts and whether to draw it to the attention of the PAC.

A2.2.19 The C&AG and the Treasury cooperate closely on questions of authority for expenditure. The C&AG may bring a department's attention to any cases where the department:

- has ignored or wrongly interpreted a Treasury ruling;
- is attempting to rely on a mistaken delegated authority, eg where the delegation has been changed or where consent was given orally only;
- has committed resources or incurred expenditure which the Treasury might not have approved had it been consulted.

A2.2.20 Departments should bring such cases to the attention of the Treasury, indicating clearly the NAO interest. The Treasury and NAO keep each other in touch with such cases.

A2.3

Annex 2.3 PAC Concordat of 1932

Chapter 2 explains that Parliament expects both specific legislation and Parliamentary authority for each year's expenditure to be in place for continuing expenditure. It expects the Treasury to police this requirement. This annex sets Parliament's concerns in context.

A2.3.1 The PAC has had long standing concerns about how the government gains authority from Parliament for each area of spending.

A2.3.2 In the mid 19th century it became customary for governments to gain Parliamentary authority for some areas of expenditure simply by use of the Contingencies Fund, without troubling to obtain specific powers for them. Shortly after its formation in 1862, the PAC protested about this practice, partly because it involved less stringent audit. It urged that the Contingencies Fund should be used only for in-year funding of pressing needs, and that all continuing and other substantive spending should be submitted to the Estimates process with due itemisation.

A2.3.3 By 1885 the PAC had become concerned that the authority of the Estimate and its successor Appropriation Act was not really sufficient either:

"... cannot accept the view in a legal, still less in a financial, sense that the distinct terms of an Act of Parliament may be properly overridden by a Supplementary Estimate supported by the Appropriation Act ... this matter ... is one of great importance from a constitutional point of view ..."

A2.3.4 While the Treasury agreed in principle, the practice did not die out because in 1908 the PAC again complained:

"... while it is undoubtedly within the discretion of Parliament to override the provisions of an existing statute by a vote in Supply confirmed by the Appropriation Act, it is desirable in the interests of financial regularity and constitutional consistency that such a procedure should be resorted to as rarely as possible, and only to meet a temporary emergency".

A2.3.5 The PAC reverted to the issue in 1930 and again in 1932, citing a number of cases involving various departments. It was concerned to specify how far an annual Appropriation Act could be regarded as sufficient authority for the exercise of functions by a government department in cases where no other specific statutory authority exists. It took the view that:

"... where it is desired that continuing functions should be exercised by a government department, particularly where such functions may involve financial liabilities extending beyond a given financial year, it is proper, subject to certain recognised exceptions, that the powers and duties to be exercised should be defined by specific statute".

A2.3.6 In reply, the Treasury Minute said:

"... while it is competent to Parliament, by means of an annual vote embodied in the Appropriation Acts, in effect to extend powers specifically limited by statute,

constitutional propriety requires that such extensions should be regularised at the earliest possible date by amending legislation, unless they are of a purely emergency or non-continuing character”.

“... while ... the Executive Government must continue to be allowed a certain measure of discretion in asking Parliament to exercise a power which undoubtedly belongs to it, they agree that practice should normally accord with the view expressed by the Committee that, where it is desired that continuing functions should be exercised by a government department (particularly where such functions involve financial liabilities extending beyond a given year) it is proper that the powers and duties to be exercised should be defined by specific statute. The Treasury will, for their part, continue to aim at the observance of this principle”.

A2.3.7 With this Concordat, the matter still lies.

A2.3.8 Use of the Supply and Appropriation Acts as authority for expenditure is discussed in annex 2.4.

A2.4

Annex 2.4 New services

Chapter 2 outlines how public spending is authorised by parliament, controlled by the Treasury, and accounted for in public. This annex explores some limited exceptions to the rule that all spending should rest on specific legislation.

A2.4.1 Chapter 2 (box 2.1) sets out the essential conditions for authorisation of public spending. New services are exceptions, ie services for which parliament would normally expect to provide authorising legislation but has not yet done so. They can include altering the way in which an existing service is delivered as well as services not previously delivered.

When the Supply and Appropriation Act suffices

A2.4.2 Notwithstanding the general rules in box 2.1, in some circumstances it is not necessary to have specific enabling legislation in place. Parliament accepts that agreement to the Estimate¹ is sufficient authority for the kinds of expenditure listed in boxes 2.5 or 2.6. The content of these boxes is reproduced in box A2.4A. They can all be considered part of business as usual.

Box A2.4A: Expenditure parliament accepts may rest on a Supply and Appropriations Act

- routine administration costs: employment costs, rent, cleaning etc;
- lease agreements, eg for photocopiers;
- expenditure using prerogative powers, notably defence of the realm and international treaty obligations;
- temporary services or continuing services of low cost, provided that there is no specific legislation covering these matters before parliament and existing statutory restrictions are respected, specifically
 - initiatives lasting no more than two years, eg a pilot study or one off intervention; or
 - expenditure of no more than £1.75m a year (amount adjusted from time to time).

A2.4.3 It is important not to exceed these limits. The Treasury has agreed in the Concordat (see annex 2.3) to seek to make sure they are respected. So departments should consult the Treasury before relying upon them.

Anticipating a bill

A2.4.4 In addition, parliament is prepared to accept that departments may undertake certain preparatory work while a bill is under consideration and before royal assent. Examples are listed in box A2.4B.

¹ Which becomes a Supply and Appropriation Act once it has been through its parliamentary stages

Box A2.4B: expenditure that can be incurred before royal assent

- pilot studies informing the choice of the policy option (because this process is part of designing, modifying or even deciding to abandon the policy);
- scoping studies designed to identify in detail the implications of a proposal in terms of staff numbers, accommodation costs and other expenditure to inform the legislative process;
- in-house project teams and/or project management boards;
- use of private sector consultants to help identify the chosen policy option, assist with scoping studies or other work informing the legislative process;
- work on the legislative process associated with the new service.

A2.4.5 Departments may be able to finance activities such as those in box A2.4B out of their existing resources. When this happens, departments should make sure that the ambit² of the relevant Estimate covers the planned expenditure.

A2.4.6 It is also important to understand in which areas of new business parliament *does* expect the normal rigour for authorisation (box 2.1) to apply. For the avoidance of doubt, some examples are shown in box A2.4C.

Box A2.4C: expenditure which may not normally be incurred before royal assent

- significant work associated with preparing for or implementing the new task enabled by a bill, eg renting offices hiring expert consultants or designing or purchasing significant IT equipment;
- recruitment of chief executives and board members of a new public sector organisation;
- recruitment of staff for a new public sector organisation.

Providing for a new service

A2.4.7 Some new services go well beyond the examples in box A2.4B. They include such things as paying a new grant, providing a new registration service, transforming the delivery of existing service or setting up a new public sector organisation. Even if a bill providing for a new service is before parliament, the activity the bill provides for cannot normally go ahead before royal assent. It is therefore good practice to plan the timetable for achieving the new service so that it is compatible with the bill timetable.

A2.4.8 Sometimes it is convenient to use a paving bill to provide the necessary powers to get a new service under way quickly. A paving bill can provide powers to allow expenditure which would be nugatory if the subsequent detailed legislation for the new service does not proceed, eg employing consultants to design a significant IT or regulatory system. Paving bills are usually short, though they may be contentious (and time consuming) as they can prompt parliamentary discussion of the underlying substance of the measure.

A2.4.9 Departments which do not use paving bills may want to make an early start on legislation contained in a bill during its passage through parliament. Usually the spending in question lacks both adequate statutory underpinning and authorisation in Estimates.

² See para 3.9 of the Estimates' Manual

A2.4.10 In these circumstances there is a risk that allowing the spending to proceed might be wasteful if royal assent is not achieved as expected. So it is good practice to try to find other ways of making progress with the policy without anticipating royal assent.

A2.4.11 If, nevertheless, a department wants to spend early on matters to be empowered by a bill before parliament, it may make a claim for an advance from the Contingencies Fund with a plan to repay it out of the next Estimate when agreed³. The spending must meet the conditions in box A2.4D.

Box A2.4D: Criteria for drawings on the Contingencies Fund

- the bill in question must have reached second reading in the Commons; and
- the bill must be virtually certain to achieve royal assent with minimal change, preferably within a year; and
- genuine urgency in the public interest, ie where postponing expenditure until after royal assent would:
 - cause additional wasteful expenditure or
 - lose (not just defer) efficiency savings; or
 - cause other damage or public detriment.

A2.4.12 The Treasury judges applications for access to the Contingencies Fund cautiously and on their merits. It is important to note that neither political imperative nor ministerial preference is relevant to making this assessment.

A2.4.13 In rare circumstances a Contingencies Fund advance may be awarded to make senior appointments to a new public sector body being set up under a bill. When this is allowed, the people appointed must be clear that if for any reason the legislation fails, the provisional appointments would have to be cancelled.

Notifying parliament

A2.4.14 The instances described in this annex all mean that parliament has less control over certain items of public expenditure than it would normally expect. Departments should therefore take great care to keep parliament informed of what is happening and why.

A2.4.15 A timely written ministerial statement giving the amounts involved and their timing is the essential minimum before Contingencies Fund resources can be released. If possible an oral explanation at second reading, or a separate oral statement, is desirable. In addition there should be:

- notes in the explanatory memorandum and impact assessment to the relevant bill; and
- notes in the relevant Estimate - especially important if a department wants to anticipate secondary legislation which a bill will empower.

A2.4.16 If the effect of the measure changes significantly, parliament should be given timely information to keep it abreast of developments.

³ See section 5.8 of the Estimates Manual

A2.4.17 It is good practice to keep the Treasury informed of the disclosure intended. The Treasury pulls all information about anticipation of parliamentary agreement together and publishes it annually at the close of each session.

Directions

A2.4.18 The exceptions in this annex to the requirements of box 2.1 provide a lot of scope for pragmatic progress of essential government business. The advice in this annex may be regarded as judicious extensions of the requirements of propriety, and acceptable only if parliament is not misled.

A2.4.19 But sometimes even these easements are not enough. If the Accounting Officer is unable to design the minister's policy to fit within the standards in this annex, he or she will need to seek a ministerial direction (see section 3.4). The usual rules about disclosure of course apply.

A3.1 Annex 3.1

The Governance Statement

It is fundamental to each accounting officer's responsibilities to manage and control the resources used in his or her organisation. The governance statement, a key feature of the organisation's annual report and accounts, manifests how these duties have been carried out in the course of the year. It has three components: corporate governance, risk management and, in the case of some departments, oversight of certain local responsibilities.

Purpose

A3.1.1 Each accounting officer (AO) delegates responsibilities within his or her organisation so as to control its business and meet the standards set out in box 3.1 (see chapter 3). The systems used to do this should give adequate insight into the business of the organisation and its use of resources to allow the AO to make informed decisions about progress against business plans and if necessary steer performance back on track. In doing this the AO is usually supported by a board.

A3.1.2 These responsibilities are central to the AO's duties. To carry them out the AO needs to develop a keen sense of the risks and opportunities the organisation faces. In the light of the board's assessment of the organisation's appetite for risk, the AO needs to decide how to respond to the evolving perceived risks.

A3.1.3 The governance statement, for which the AO takes personal responsibility, brings together all these judgements about use of public resources as part of the annual report and accounts. It should give the reader a clear understanding of the dynamics and control structure of the business. Essentially, it records the stewardship of the organisation. Supplementing the accounts, it should provide a sense of the organisation's vulnerabilities and resilience to challenges.

Preparing the governance statement

A3.1.4 The governance statement is published in each organisation's annual report and accounts. It should be assembled from work through the year to gain assurance about performance and insight into the organisation's risk profile, its responses to the identified and emerging risks and its success in tackling them.

A3.1.5 There is no set template for the governance statement.

A3.1.6 The AO and the board have a number of inputs into this process:

- the board's annual review of its own processes and practices, informed by the views of its audit committee on the organisation's assurance arrangements;
- insight into the organisation's performance from internal audit, including an audit opinion on the quality of the systems of governance, management and risk control;
- feedback from the delegation chain(s) within the organisation about its business, its use of resources, its responses to risks, the extent to which in year budgets and

other targets have been met, and any other internal accountability mechanisms; including:

- bottom-up information and assessments to generate a full appreciation of performance and risks as they are perceived from within the organisation;
- end-to-end assessments of processes, since it is possible to neglect interdependent and compounded risks if only the components are considered;
- a high level overview of the organisation’s business so that systemic risks can be considered in the round;
- any evidence from internal control failures or poor risk management;
- potentially, information from whistleblowers;
- material from any arm’s length bodies (ALBs) connected with the organisation which may shed light on the performance of the organisation or its board.

A3.1.7 It is important that the governance statement covers the material factors affecting the organisation in the round, not neglecting the more serious (if remote) risks¹, emerging technology and other cutting edge developments. It should also mention any protective security concerns in suitably careful terms², with details reported to the external auditor.

Content of governance statement

A3.1.8 With the board’s support, it is for the AO to decide how to:

- organise the governance statement;
- take account of input from within the organisation and from the board and its committees;
- where relevant, integrate information about the organisation’s ALBs, some of which may be material to the consolidated organisation;
- provide an explanation of how the department ensures that use of any resources granted to certain locally governed organisations (including the NHS) is satisfactory. See A3.1.12.

A3.1.9 Box A3.1A summarises subjects that should always be covered.

A3.1.10 All the items in this box are important. The risk assessment is critical. This is where the AO, supported by the board, should discuss how the organisation’s risk management and internal control mechanism work, and why they were chosen to deliver reasonable assurance about prevention, deterrent or other appropriate action to manage the actual and potential problems (or opportunities) facing the organisation. Avoiding lengthy description of process, it should assess the evidence about the effectiveness in practice of the risk management processes in place. In doing so it should face frankly up to any revealed deficiencies as risks have materialised.

¹ Including the external risks identified in the National Risk Assessment

² As set out in the Security Policy Framework

Box A3.1A: essential features of the governance statement

- the governance framework of the organisation, including information about the board’s committee structure, its attendance records, and the coverage of its work;
- the board’s performance, including its assessment of its own effectiveness;
- highlights of board committee reports, notably by the audit and nomination committees;
- an account of corporate governance, including the board’s assessment of its compliance with the *Corporate Governance Code*, with explanations of any departures;
- information about the quality of the data used by the board, and why the board finds it acceptable;
- where relevant (for certain central government departments), an account of how resources made available to certain locally governed organisations are distributed and how the department gains assurance about their satisfactory use;
- a risk assessment (see annex 4.3), including the organisation’s risk profile, and how it is managed, including, subject to a public interest test:
 - any newly identified risk
 - a record of any ministerial directions given
 - a summary of any significant lapses of protective security (eg data losses).

A3.1.11 In putting together the governance statement, the AO needs to take a view on the extent to which items are significant enough to the welfare of the organisation as a whole to be worth recording. There are no hard and fast rules about this. Some factors to take into account are suggested in box A3.1B.

Box A3.1B: deciding what to include in the governance statement

- might the issue prejudice achievement of the business plan? – or other priorities?
- could the issue undermine the integrity or reputation of the organisation?
- what view does the board’s audit committee take on the point?
- what advice or opinions have internal audit and/or external audit given?
- could delivery of the standards expected of the AO (box3.1) be at risk?
- might the issue make it harder to resist fraud or other misuse of resources?
- does the issue put a significant programme or project at risk?
- could the issue divert resources from another significant aspect of the business?
- could the issue have a material impact on the accounts?
- might national security or data integrity be put at risk?

Localism

A3.1.12 Government departments should include in their governance statements a summary account of how they achieve accountability for the grants they distribute to local government, schools, similar local government organisations and/or the NHS. It should cover:

- an account of how resources are distributed, eg in response to needs or desired change;
- how the AO gains assurance about probity in the use of public funds;

- how the AO achieves or encourages value for money in the local use of grants, eg through local arrangements which provide incentives to achieve good value;
- the use the AO makes of disaggregated information about performance, including investigating apparent outliers and/or requiring those responsible locally to explain their results.

A3.1.13 This part of the governance statement should usually be backed by a fuller accountability systems statement on the department's website. Issues to cover in the system statement are set out in *Accountability: Adapting to Decentralisation* at Annex B³. The system statement must be clear on the core data and information flows that the system will rely on. An understanding of these core data requirements should be developed collaboratively with local service providers and users so as to meet the need for effective accountability locally and nationally.

A3.1.14 Accountability system statements should evolve to reflect improving practice. Where a Department proposes making major changes, it should contact Treasury and also consider consulting the relevant Parliamentary committees by providing them with a draft and the opportunity to comment.

External audit

A3.1.15 The organisation's external auditor will review the governance statement for its consistency with the audited financial statement. The external auditor may report on:

- any inconsistency between evidence collected in the course of the audit and the discussion of the governance statement; and/or;
- any failure to meet the requirement to comply with or explain departures from the *Corporate Governance Code* or any other authoritative guidance.

³ See *Accountability: adapting to decentralisation* at <https://www.gov.uk/government/publications/accountability-adapting-to-decentralisation> for more detail

A4.1

Annex 4.1 Finance Directors

It is government policy that all departments should have professional finance directors reporting to the permanent secretary with a seat on the departmental board, at a level equivalent to other board members. It is good practice for all other public sector organisations to do the same, and to operate to the same standards. This annex sets out the main duties and responsibilities of finance directors.

The finance function

A4.1.1 The finance director of a public sector organisation should:

- be professionally qualified¹;
- have board status equivalent to other board members;
- report directly to the permanent head of the organisation;
- be a member of the senior leadership team, the management board and the executive committee (and/or equivalent bodies).

A4.1.2 This demanding leadership role requires a persuasive and confident communicator with the stature and credibility to command respect and influence at all levels through the organisation. Its main features are described in box A4.1A. Many of the day-to-day responsibilities may in practice be delegated, but the finance director should maintain oversight and control. In large part these duties consist of ensuring that the financial aspects of the accounting officer's responsibilities are carried through to the organisation and its arm's length bodies (ALBs) in depth.

A4.1.3 The finance function should maintain a firm grasp of the organisation's financial position and performance. Supporting the accounting officer, the finance director should ensure that there is sufficient expertise in depth, supported by effective systems, to discharge this responsibility and challenge those responsible for the organisation's activities to account for their financial performance. It is important that financial management is taken seriously throughout each public sector organisation.

Financial leadership

A4.1.4 The finance director is responsible for leadership of financial responsibilities within the organisation and its ALBs. He or she should ensure that the information on which decisions about the use of resources are based is reliable. Box A4.2B explains some specific responsibilities of the role.

¹ The term professional finance director in this context means both being a qualified member of one of the five bodies comprising the Consultative Committee of Accounting Bodies (CCAB) in the UK and Ireland, ie the Chartered Institute of Public Finance and Accountancy, the Institute of Chartered Accountants in England and Wales, the Institute of Chartered Accountants of Scotland, the Institute of Chartered Accountants in Ireland, the Association of Chartered Certified Accountants, or having equivalent professional skills and/or qualifications; and having relevant prior experience of financial management in either the private or the public sector.

Box A4.1A: the role of the finance director

governance

- financial leadership, both within the organisation and to its ALBs, at both a strategic and operational level
- ensuring sound and appropriate financial governance and risk management
- leading, motivating and developing the finance function, establishing its full commercial contribution to the business
- planning and delivering the financial framework agreed with the Treasury or sponsoring organisation against the defined strategic and operational criteria
- challenging and supporting decision makers, especially on affordability and value for money, by ensuring policy and operational proposals with a significant financial implication are signed-off by the finance function

internal controls

- co-ordinating the planning and budgeting processes
- applying discipline in financial management, including managing banking, debt and cash flow, with appropriate segregation of duties
- preparation of timely and meaningful management information
- ensuring that delegated financial authorities are respected
- selection, planning and oversight of any capital projects
- ensuring efficiency and value for money in the organisation's activities
- provision of information and advice to the Audit Committee
- leading or promoting change programmes both within the organisation and its ALBs

external links

- preparing Estimates, annual accounts and consolidation data for whole of government accounts
- liaison with the external auditor
- liaison with PAC and the relevant Select Committee(s)

Box A4.1B: financial management leadership

- providing professional advice and meaningful financial analysis enabling decision makers to take timely and informed business decisions
- maintaining a long term financial strategy to underpin the organisation's financial viability within the agreed framework
- developing and maintaining an effective resource allocation model to optimise outputs
- ensuring financial probity, regularity and value for money
- developing and maintaining appropriate asset management and procurement strategies
- reporting accurate and meaningful financial information about the organisation's performance to ONS, parliament, the Treasury and the general public
- setting the strategic direction for any commercial activities
- acting as head of profession in the organisation

Internal financial discipline

A4.1.5 The finance director should maintain strong and effective policies to control and manage use of resources in the organisation's activities. This includes improving the financial literacy of budget holders in the organisation. Similarly, he or she should ensure that there are similar disciplines in the organisation's ALBs. These should all draw on best practice in accounting and respect the Treasury's requirements, including, where relevant, accounts directions. These responsibilities are described in box A4.1C.

Box A4.1C: financial control

- enforcing financial compliance across the organisation while guarding against fraud and delivering continuous improvement in financial control
- applying strong internal controls in all areas of financial management, risk management and asset control
- establishing budgets, financial targets and performance indicators to help assess delivery
- reporting performance of both the organisation and its ALBs to the board, the Treasury and other parties as required
- value management of long term commercial contracts
- ensuring that the organisation's capital projects are chosen after appropriate value for money analysis and evaluation using the Green Book

A4.1.6 Individual finance director posts will of course have duties specific to their organisations and contexts in addition to those delineated in this annex. But all finance director posts should seek to operate to these standards as an essential minimum.

In modern government modelling is important. It can guide policy development; help determine implementation plans; and suggest how policies may evolve. Models should be controlled and understood in their proper context, with effective quality assurance, so that they can be used to good effect.

Control and governance

A4.2.1 Supported by the board, the accounting officer of a central government organisation should oversee the use and quality assurance (QA) of models within the organisation. There should be sufficient feedback for the accounting officer to be able to track progress and adjust the process.

A4.2.2 Each business critical model should be managed by a senior responsible officer (SRO) of sufficient seniority and experience, supported by experts and specialists, to understand the use of the model in context. Project and programme management techniques can be useful. It is good practice to avoid changing the SRO frequently.

A4.2.3 Each model is limited by the quality of its input data and founding assumptions. So the results of any model need to be treated with a degree of scepticism. It is vital to build sufficient governance into each model to help its users understand the value and weaknesses of its results. The apparent precision of mathematical models should not mislead users into putting more weight on them than can be justified. Transparency should be the norm in the development and use of all models.

Quality assurance

A4.2.4 Whatever the complexity of the model, its governance should include an element of structured critical challenge to provide a sense check. It can take a number of forms: for example a steering group, a project board or outside assessment. New or untried models tend to require more QA than those using recognised techniques.

A4.2.5 In an organisation using a great deal of modelling, it is good practice for the accounting officer to appoint a QA champion. Effective QA demands dispassionate scrutiny by people disengaged with the project but with sufficient knowledge and experience to help steer the model into a successful approach. There may be a case for ensuring that different models in different parts of the organisation use consistent approaches.

A4.2.6 It is always good practice to evaluate the risks associated with any model so that the ultimate users of the model can appreciate what it can and cannot deliver. Sophisticated models may demand specialist expertise and leadership but the vital element of constructive lay oversight should never be skimped. Otherwise there can be a danger that flaws are overlooked because the experts concentrate on the technical complexities.

A4.2.7 In managing a model, the SRO should consciously decide how it can provide good value for money. There is no point, for instance, in data collection to a high degree of accuracy

if the assumptions used in the model cannot be exact. Similarly, there is a stronger case for investing in a model if it forms a central part of a decision making process.

A4.2.8 References:

QA of government models: <https://www.gov.uk/government/publications/review-of-quality-assurance-of-government-models>

Guidance on long term financial modelling:
<http://www.gad.gov.uk/services/Modelling/Modelling.html>

Each public sector organisation should have systems for identifying and managing risk – both opportunities and threats – suited to its business, circumstances and risk appetite. The board should lead the assessment and management of risk, and support the accounting officer in drawing up the governance statements (see annex 3.1).

The case for managing risk

A4.3.1 Every public sector organisations faces a variety of uncertainties, both positive and negative, which can affect its success in delivering its objectives, budget and value for money. So the board of each public sector organisation should actively seek to recognise both threats and opportunities, and to decide how to respond to them, including how to set internal controls.

A4.3.2 Managing risk should be integrated into the normal management systems of each public sector organisation so that it can achieve its goals and maintain a reputation of credibility and reliability. It is for each accounting officer (AO), supported by the board, to decide how.

A4.3.3 The board should make a strategic choice about the style, shape and quality of risk management within each organisation. This is risk tolerance, ie the extent to which the organisation is willing to accept loss or detriment either in the performance of its regular services or in order to secure better outcomes. Different risk tolerances will apply to different circumstances, eg mission critical programmes or policies might find service failure scarcely tolerable, whereas investment bodies may care more about achieving financial success even at the price of some failures. Boards should be willing to take a proportionate approach so that less important risks do not crowd out the vital ones.

Risk management in practice

A4.3.4 The board's strategic guidance on risk appetite should permeate each organisation's programmes, policies, processes and projects. It should determine how delegations and reporting arrangements work so that departures from plan can be picked up and dealt with promptly.

A4.3.5 Feedback from working level should also inform each board reassessment of risk. Thus risk management should be a continuous cycle of assessment and feedback, responding to new information and developments. The essentials of the process are summarised in box A4.3A.

A4.3.6 Each organisation should decide how this cycle should work, in line with its circumstances, priorities and working practices. The final word must always be for the AO supported by the board, taking a broad and connected view across the whole organisation.

Box A4.3A: outline of the risk management cycle

- 1 The board defines the organisation's risk tolerance.
- 2 The organisation identifies and categorises its risks.
- 3 The organisation assesses the risks identified: how likely their possible impact, identifying which are beyond tolerance and when.
- 4 The board scans the horizon for any remote overlooked risks.
- 5 The board decides which risks matter and what action should be taken, if any.
- 6 Downward delegation of management, coupled with upward reporting of risks through the organisation enables the board to track performance
- 7 Using this feedback, the board takes a rounded overview, and may adjust decisions eg on tolerance or on response.
- 8 Back to step 1 and iterate as the board chooses.

Identifying risks

A4.3.7 It is important to capture all the organisation's risks so that they can be evaluated properly in context.

A4.3.8 There is value in getting each part of the organisation to think through its own risks. At working level operational risks may loom large. It may only be at board level that it is really possible to scan the horizon for emerging trends, problems or opportunities that might change the organisation's working environment. Some of the critical risks that are easily overlooked are shown in box 4.3B.

Box A4.3B: examples of risk which are easily missed

- **Information security** risks: unsecured digital information can be misplaced or copied.
- **High impact low probability** risks: remote risks with serious effect if they happen.
- **Opportunity** risks: where some choices may close off other alternatives;
- **End to end** risks: which emerge when an operational chain fails simultaneously in several places in a linked set of processes.
- **Inter-organisational** risks; which can cause failure of the organisation's business because of links to partners, suppliers and other stakeholders.
- **Cumulative** risks: which happen if several risks precipitate at once, eg in response to the same trigger.

A4.3.9 As well as drawing on risk assessment from within the organisation, it may be valuable to use an external source to make sure that nothing important has been overlooked. Sometimes different public sector organisations can help each other out in this way, to their mutual advantage. And it can be useful to get staff to work together to consider the subject, eg in facilitated groups.

A4.3.10 Once the organisation's risks have been identified, it is possible to draw up a risk register. This is a list of recognised risks which can be kept up to date and which the board can review regularly. Each organisation needs to decide how to prioritise its total risk exposure so that the board can take an informed strategic approach to risk for the organisation as whole.

Responding to risk

A4.3.11 Each organisation needs to decide whether, and if so how, to respond to its identified risks. Some standard responses are listed in box A4.3C.

Box A4.3C: some standard responses to risk

Treat: a common response. Treatment can mean imposing controls so that the organisation can continue to operate; or setting up prevention techniques. See box 4.3D for possible treatments.

Transfer: another organisation might carry out an activity in which it is more expert. Insurance is not usually open to public sector organisations (see annex 4.4) but other forms of transfer are, eg using a payroll bureau. Some risks cannot be transferred, especially reputational risk. So delegating organisations should retain oversight of their agents, with scope for remedial action when necessary.

Terminate: it may be best to stop (or not to start) activities which involve intolerable risks or those where no response can bring the residual risk to a tolerable level, eg failing projects where it is cheaper to start again. This option is not always available in the public sector, which sometimes has to shoulder difficult risks – typically remote but potentially serious ones – which the private sector can choose to avoid.

Tolerate: for risks where the downside is containable with appropriate contingency plans; for some where the possible controls cannot be justified (eg because they would be disproportionate); and for unavoidable risks, eg terrorism.

Take the opportunity: boards may embrace some risks, accepting their downside perhaps with controls or preventative action, in the expectation of beneficial outcomes. Avoiding all risk can be as irresponsible as disregarding risk.

A4.3.12 In choosing responses, the acid test is whether the residual risk can be made acceptable after action. All controls should be realistic, proportionate to the intended reduction of risk, and offer good value for money. The more common types are listed in box A4.3D.

Box A4.3D: common controls

Preventive action: measures to eliminate or limit undesirable outcomes, eg improving training or risk awareness; or stopping transfer of digital information using datasticks. Beware of imposing unnecessary costs or damaging innovation.

Corrective controls: measures to deal with damaging aspects of realised risks, eg clauses to recover the cost of failure of a contract. Includes contingency planning.

Directive controls: measures designed to specify the way in which a process is carried out to rule out some obvious potential damage, eg hygiene requirements.

Detective controls: measures to identify damage so that it can be remedied quickly. Especially useful where prevention is not appropriate, but can be a useful cross check elsewhere, eg stock controls.

A4.3.13 However it is treated, it is usually impossible to eliminate all risk. It would often be poor value for money to do so were it possible. So it is good practice to associate application of controls with contingency planning to cope with resolution of damage when risks precipitate. Many organisations find it useful to dry run these plans: first to check that they work, second to make sure they are proportionate and third to boil out any unnecessary features they may have.

The Board

A4.3.14 Risk management is a key governance task for the board. It should take a strategic view of risk in the organisation in the round¹, factoring together all the relevant input it can reasonably use. For example, it may consider to what extent risks interact, cumulate or cancel each other out. And consideration of risk should feature in all the board's significant decisions.

A4.3.15 It is good practice for the board to consider risk regularly as part of its normal flow of management information about the organisation's activities. It is good practice for each layer of management to give upward assurance about its performance, so reinforcing responsibility through the structure.

A4.3.16 It is up to each board to decide how frequently it wants to consider risk. Some set regular timetables to consider the whole risk register, while some choose to look at parts of the risk register in a regular sequence. Scrutiny of this kind enables the board to assess developments in context and make confident decisions about their relevance and significance.

A4.3.17 It is good practice for the board to make these assessments on the advice of its Audit Committee, though it should form its own view. Audit committees can also add value by chasing up implementation of the organisation's responses to PAC reports. Each Audit Committee should be chaired by a non- executive board member, drawing on input from the organisation's internal reporting and internal audit functions.

A4.3.18 Having weighed the identified risks, the board should also seek to distinguish unidentified risks, some of which may be remote. Box 4.3B offers some possibilities though it is not exhaustive. This process may lead the board to reconsider its strategy on risk tolerance.

A4.3.19 A useful focus of board risk work is supporting the AO in preparation of the governance statement for publication in its annual report (see annex 3.1). It should include an account of how the organisation has responded to risk and what it is doing both to contain and manage risk; and also to rise to opportunities.

A4.3.20 More generally, the board should make sure that lessons are learned from the organisation's experience. This applies particularly to perceived failures, eg an unforeseen risk or a crystallised risk which turned out more damaging than expected. But it is equally true of successes, especially those where risk was managed well, to see whether there is anything to be gained by repeating effective techniques elsewhere.

A4.3.21 Finally, the board should consider whether the organisation's risks are being treated appropriately. If damage has been prevented, it may be possible to adjust the existing response to risk to achieve equally successful results by less expensive or less invasive techniques, eg replacing physical controls with security cameras.

Departmental Groups

A4.3.22 Nearly all government departments sponsor one or more arm's length bodies (ALBs) for which they take ultimate responsibility while allowing them a degree of (or sometimes considerable) independence (see chapter 7). The accounts of these ALBs are consolidated with their sponsor department's accounts, emphasising that the sponsor stands behind them.

¹ For example using enterprise risk management or an equivalent technique for embedding risk management in organisational management such as that on the Institute of Risk Management website <http://www.theirm.org/knowledge-and-resources/online-resource-centre/enterprise-risk-management/erm-general/guide-to-enterprise-risk-management-protiviti-2006/>

A4.3.23 It follows that each department board should consider the group's risk profile including the businesses of its ALBs. The potential liabilities of some ALBs (eg in the nuclear field) can be so great that they may overshadow the department's own, so this is essential hygiene.

A4.3.24 References:

The Orange Book: <https://www.gov.uk/government/publications/orange-book>

Other Treasury risk guidance:

http://webarchive.nationalarchives.gov.uk/20130129110402/http://www.hm-treasury.gov.uk/psr_governance_risk_riskguidance.htm

NAO report on Managing risks in government: <http://www.nao.org.uk/report/managing-risks-in-government/>

GAD's practical guide to strategic risk management:

http://www.gad.gov.uk/Knowledge_Centre/Strategic_Risk_Management.html

A4.4

Annex 4.4 Insurance

Central government organisations should not generally take out commercial insurance because it is better value for money for the taxpayer to cover its own risks. However, there are some circumstances where commercial insurance is appropriate. This annex sets out the issues to be considered. This guidance applies to departments and their arms-length bodies.

A4.4.1 Central government organisations should not normally buy commercial insurance to protect against risk. Since the government can pool and spread its own risks, there is little need to pay the private sector to provide this service. In general it is cheaper for the government to cover its own risks.

A4.4.2 However, in certain circumstances, as part of forming a risk management strategy, the accounting officer in a public sector organisation may choose to purchase commercial insurance to protect certain parts of the organisation's portfolio. Such decisions should always be made after cost benefit analysis in order to secure value for money for the Exchequer as a whole. Some acceptable reasons for using insurance are set out in box A4.4A.

Box A4.4A: where commercial insurance may be justified

- **Building insurance as a condition of the lease** and where the lessor will not accept an indemnity: commercial insurance may be taken out where the cost of accommodation, together with the cost of insurance, is more cost effective than other accommodation options.
- **Overall site insurance:** private sector contractors and developers usually take out a single-site insurance policy because it is cheaper than each individual party insuring themselves separately. So a client organisation may be able to cover its risks at little or no extra cost.
- **Insurance of boilers and lifts:** which may be a condition of taking out a lease, and typically involves periodic expert inspection designed to reduce the risk of loss or damage.
- **Commercial initiatives:** because these activities are outside the government's core responsibilities, losses on a department's discretionary commercial activities could reduce resources available for its core activities (see chapter 7). It will usually therefore make sense to insure them. Any goods used for services sold to other parts of central government should not, however, be insured.
- **Where commercial insurance is integral to a project:** eg, where private contractors insist, it may be appropriate to purchase insurance even if the net benefit is negative. But this may be a sign that the project needs restructuring to avoid any requirement to buy commercial insurance, perhaps through letters of comfort or statements of support. The costs and benefits of taking out insurance should be included in the appraisal of the project as a whole.

A4.4.3 Some ALBs may be in a slightly different position to central government departments. Box A4.4B gives examples of some items they may choose to insure commercially.

Box A4.4B: items ALBs may insure

- items the ALB is required to insure, eg vehicles where the Road Traffic Acts require it.
- physical assets where a cost benefit analysis supports the case for insurance and the sponsor department agrees.
- goods owned by ALBs receiving less than 50% of their income from the Exchequer (through grant-in-aid or fees and charges). Commercial insurance protects the risk to the Exchequer from claims from third parties.
- items used by an ALB for income generation schemes to supplement the approved level of public spending. Commercial insurance is appropriate to cover the risks lest costs or losses could not be met out of receipts.

Appraising the options

A4.4.4 Decisions on whether to buy insurance should be based on objective cost-benefit analysis, using guidance in the *Green Book*¹. Box A4.4C outlines some factors which are often worth considering in such assessments.

Box A4.4C: costs and benefits which could be included in assessments**Costs:**

- the insurance premium which may be paid
- the administrative cost of managing claims with the insurance company

Benefits:

- transfer of risk, valued at the expected compensation for the insured losses
- claims handling, where the insurance company will manage claims against third parties
- the value of guaranteed business recovery: the potential reduction in the time taken to reinstate losses, reducing business interruption

Setting fees and charges

A4.4.5 If a central government organisation insures risks arising in supplying a service for which a fee or charge is levied, the actual premium payments should be included in the calculation of costs when deciding the fee or charge. Similarly, where a central government organisation self-insures, the notional cost of premium payments should be taken into account. See Chapter 6 for further details.

Claims administration

A4.4.6 Managing claims against third parties can be time-consuming and require expert attention. Insurance companies may be better placed than public sector organisations to deal with claims economically and efficiently. So contracting-out claims administration to an insurance company might be more cost-effective than retaining the work in-house.

¹ <https://www.gov.uk/government/publications/the-green-book-appraisal-and-evaluation-in-central-government>

Reporting

A4.4.7 Departments should inform their Treasury spending team of:

- any decision to use the services of commercial insurance companies
- any reviews of insurance, or alternatives to insurance, that might contain lessons of wider application.

A4.4.8 In turn ALBs should consult their sponsor departments in similar circumstances.

Dealing with losses

Uninsured losses (except traffic accidents)

A4.4.9 Where a loss occurs or a third-party claim is received, public sector organisations should initially consider whether the loss should be made good or the claim accepted. Thus:

- **loss of or damage to assets:** the question of repair or replacement should always be carefully considered, taking account of the need for the asset and current policies. This decision is, in effect, a new investment decision and should be appraised accordingly;
- **third-party claims:** the justification for the claim should be carefully considered with appropriate legal advice.

A4.4.10 If the organisation decides to repair or replace an asset, or meet a third party claim, it should normally expect to meet the cost from within its existing allocations. The Treasury does not routinely entertain bids for additional resources in such cases. If a bid did arise the Treasury would consider it on its merits and in the light of the resources available, in the same way as other bids for increases in provision. Similarly, ALBs should not normally expect their sponsor departments to meet claims for reimbursement of loss.

Insured losses

A4.4.11 Public sector organisations should make insurance claims in accordance with the terms of the policy.

A4.4.12 ALBs may retain amounts paid under commercial insurance policies to meet expenditure resulting from losses or third-party claims. If it is decided not to replace or to repair an insured asset, the sponsor department may reduce any grant in aid payable to the ALB.

Claims between public sector organisations

A4.4.13 If two uninsured departments are involved in an incident causing loss to one or other, it is immaterial to the Exchequer whether one claims on the other for the damage. For small claims it would not be value for money for the Exchequer to make interdepartmental adjustments in the case of minor damage. Similar waiver arrangements should apply up to mutually agreed limits between other public sector organisations. But waiver arrangements of this kind are not appropriate where there are rights of claim against third parties.

A4.4.14 Box A4.4D shows how to proceed when one central government organisation makes a larger claim against one or more others.

Box A4.4D: handling claims between public sector organisations**Insurance status**

All insured

All uninsured

Organisation at fault uninsured, other organisation(s) insured

Organisation at fault insured, other organisation(s) uninsured

settlement of claims

Insurers settle claims

Organisation(s) at fault negotiate about whether to reimburse the other(s)

Insured organisation claims on its insurance policy. Uninsured organisation(s) deal with claims from the insurers on the basis of strict legal liability

Uninsured organisation(s) seek financial satisfaction through the insurers of the organisation(s) at fault

Vehicles

A4.4.15 Most ALBs insure third-party vehicle claims to comply with the Road Traffic Acts. Public sector organisations that are not insured for traffic accidents should refer any third-party claims, either for or against, to the Treasury Solicitor who acts on behalf of the government.

A4.4.16 Many claims between public sector organisations involving damage to, or loss caused by, vehicles, can be handled using the arrangements in paragraph A4.4.13.

A4.4.17 Vehicles travelling in other EU countries must comply with Directives. These require vehicles of a member state operating in another's territory to be covered by insurance to the extent required by the legislation in territory of the journey, unless there are acceptable alternative arrangements, eg indemnities.

Loans

A4.4.18 When government assets are loaned to a body other than a public sector organisation which does not insure, it is important to protect the interests of the lending organisation. So the borrower should insure against damage or loss of the assets from the time of receipt and against claims by third parties including its own employees. An indemnity by the borrower is an acceptable substitute if the lender is satisfied that the borrower could and would meet any damage or other loss.

A4.4.19 Public sector organisations are usually expected to meet the cost of insuring any government assets (eg. equipment or stores) held by a contractor in the normal course of business. The cost of any insurance against risks arising from negligence or wilful misconduct by the contractor's employees should be borne by the contractor. These arrangements should be explicitly set out in the relevant contract.

A4.4.20 Public sector organisations which borrow objects of value from a non-government body should normally offer the owner an indemnity against damage or loss. Such indemnities should leave no doubt as to the extent and duration of the borrowing organisation's liability. And they may need to be reported if they fall within the parliamentary reporting requirements (see annex 5.4).

A4.4.21 Borrowers should only take out commercial insurance for loaned items of value if the owner insists upon it, or if the borrower has reason to believe that commercial insurance would be more cost effective than giving an indemnity.

Employers' liability

A4.4.22 The Crown is not bound by the Employers' Liability (Compulsory Insurance) Act 1969. So departments need not insure the risks outlined in the Act. Decisions on whether to insure should be taken on value for money grounds after an appraisal. Similarly, parliamentary bodies such as the National Audit Office, the Parliamentary Commissioner (Ombudsman) and the Independent Parliamentary Standards Authority need not insure against employers' liability risks as they are exempted under the Employers' Liability (Compulsory Insurance) (Amendment) Regulations 2011 (SI 2011/686).

A4.4.23 A body funded by grant in aid need not insure against employers' liability risks. This is because the Employers' Liability (Compulsory Insurance) Regulations 1998 (SI 1998/2573) provide exemption for any body (or person who may be an employer) holding a certificate issued by a government department. Again, the decision on whether to insure will depend on a value for money assessment. If the organisation chooses not to insure, responsibility for the issue of certificates in accordance with the Act rests with the department responsible for paying grant in aid, provided that it is satisfied that this is the appropriate course.

A4.4.24 The scope of the certificate should be strictly confined to the risks with which the Employers' Liability (Compulsory Insurance) Act 1969 is concerned, and may not be extended to any other risks. It should be in the form set out in Box A4.4E. Departments should ensure that the circumstances in which certificates have been issued are reviewed from time to time, so that certificates may be revoked if circumstances change.

Box A4.4E: form of exemption certificate

In accordance with the provisions of paragraph 1 of Schedule 2 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (SI 1998/2573), the Minister of/Secretary of State for..... hereby certifies that any claim established against [here specify the body or person] in respect of any liability to [here specify the employees involved] of the kind mentioned in section 1(1) of the Employers' Liability (Compulsory Insurance) Act 1969 will, to any extent to which it is otherwise incapable of being satisfied by the aforementioned employer, be satisfied out of moneys provided by parliament.

A4.5

Annex 4.5 Senior Responsible Owner Accountability

Civil servants appear in front of Select Committees on behalf of their Ministers and under their directions because it is the Minister, who is accountable to Parliament for the evidence given to the Committee. Senior Responsible Owners are in a special position.

A4.5.1 Senior Responsible Owners (SRO) for Major Projects (as defined in the Government's Major Project Portfolio) are in a special position in that they are expected to account for and explain the decisions and actions they have taken to deliver the projects for which they have personal responsibility. This line of accountability should be made clear to SROs in their published appointment letter.

A4.5.2 The Government publishes on an annual basis a list of the SROs for the Government's Major Project Portfolio (as defined by the Major Projects Authority).

A4.5.3 Where a Committee wishes to take evidence from an SRO of one of these major projects it will be on the understanding that the SRO will be expected to account for the implementation and delivery of the project and for their own actions. Appointment letters will make clear the point at which an SRO becomes directly accountable for the implementation of the project in question. The SRO will also be able to disclose to the Committee where a Minister or official has intervened to change the project during the implementation phase in a way which has implications for cost and/or timeline of implementation. In this respect the SRO should also be able to disclose their advice about any such changes.

A4.5.4 Accounting Officers are ultimately accountable for the performance of all the business under their control, including major projects for which an individual SRO has direct accountability and responsibility. And in this respect, if a Select Committee calls for evidence from an SRO, the Accounting Officer of the department may also be called to support the SRO at a hearing.

A4.5.5 This line of direct accountability for SROs does not alter the special position and relationship of Accounting Officers with the PAC.

A4.5.6 Further information is available in Cabinet Office guidance for officials from departments and agencies on giving evidence to Parliamentary Select Committees (the Osmotherly Rules) <https://www.gov.uk/government/publications/departmental-evidence-and-response-to-select-committees-guidance> .

It is important to secure value for money in asset management through sound procurement. Public sector organisations should normally acquire goods and services through fair and open competition, acting on Cabinet Office advice. This annex provides an overview of the policy framework for public procurement.

A4.6.1 Good procurement practice demands that public sector organisations buy the goods, works and services they need using fair and open procurement processes, guarding against corruption and meeting the standards in MPM. European Union (EU) law and World Trade Organisation (WTO) agreements underpin these principles. The specific responsibilities are set out in box A4.6A.

Box A4.6A: checklist of key purchasing responsibilities

General

- value for money, normally through competition;
- compliance with legal obligations under EU rules and other international agreements;
- follow Government Procurement Service¹ policies and standards on public procurement.

Management approach

- leadership on the importance of procurement in delivering objectives;
- define roles and responsibilities of key staff, with adequate separation of duties;
- promote awareness (including in ALBs) of the importance of procurement policy and the GPS guidance.

Planning and engagement

- clarify objectives of procurement from the start
- consider how the procurement strategy could attract a diverse range of suppliers including SMEs and civil society organisations;
- consider collaborative or shared procurement with other organisations to maximise purchasing power;
- design procurement strategy and engage with the market early and well before competition starts;
- consult GPS on any difficult legal issues.

Skills

- use procurement professionals throughout;
- ensure that there is sufficient skills capacity in undertaking and managing procurements and projects.

Review

- apply the GatewayTM review process;
- draw issues which may have wider implications to the Cabinet Office's attention.

¹ <https://www.gov.uk/government/organisations/crown-commercial-service>

A4.6.2 This guidance is intended to be fully consistent with the UK's EU and international obligations. It does not create any rights or legal obligations.

Value for money

A4.6.3 Value for money is a key concept (see paragraph 3.3.3 and box A4.6B). It means securing the best mix of quality and effectiveness for the least outlay over the period of use of the goods or services bought. It is not about minimising up front prices. Whether in conventional procurement, market testing, private finance or some other form of public private partnership, finding value for money involves an appropriate allocation of risk.

Box A4.6B: securing value for money

Cost: the key factor is whole life cost, not lowest purchase price. Whole life cost takes into account the cost over time, including capital, maintenance, management, operating and disposal costs. For complex procurements, whole-life cost can be very different from initial price.

Quality: paying more for higher quality may be justified if the whole life cost is better, for example, taking into account maintenance costs, useful life and residual value. The purchaser should determine whether increased benefits justify higher costs.

Perspective: each public sector organisation's procurement strategy should seek to achieve the best value outcome for the Exchequer as a whole, not just for the organisation itself. This should be designed in before the invitation to tender is published.

Collaborative procurement: in the vast majority of cases, standardising and aggregating procurement requirements will deliver better value for money. Public sector organisations, including smaller ones, should therefore collaborate as far as possible on procurement in line with GPS practice.

A4.6.4 Purchasers need to develop clear strategies for continuing improvement in the procedures for acquisition of goods, works and services. Public sector organisations should collaborate with each other, following guidance, in order to secure economies of scale, unless they can achieve better value for the Exchequer as a whole some other way. Smaller suppliers should have fair access to see if they able to deliver better value for money.

Legal framework

A4.6.5 Public sector organisations are responsible for ensuring that they comply with the law on procurement (see box A4.6C) taking account of Cabinet Office guidance². EU Treaty principles apply to all procurement, and there are specific EU rules that apply to most contracts where the estimated value exceeds a specified threshold.

The user's requirement

A4.6.6 Procurement should help deliver relevant departmental and government-wide strategies and policies. The procuring organisation should establish that the supply sought is really needed, is likely to be cost effective and affordable. And the published specification should explain clearly what outcomes are required, since this is crucial to obtaining the supply required. Once it is decided that third party procurement appears better value for money than provision in-house, a range of models should be considered, for example employee-led mutuals and joint ventures as well as more traditional outsourcing.

² Cabinet Office guidance: <https://www.gov.uk/government/organisations/crown-commercial-service>

Box A4.6C: the legal framework for public procurement

- EU procurement and remedies rules (the Treaty and procurement directives)
- international obligations, notably WTO agreements
- domestic legislation, including subordinate legislation implementing directives;
- contract and commercial law in general
- relevant Court of Justice of the European Union case law
- domestic case law

The procurement process and suppliers

A4.6.7 Competition promotes economy, efficiency and effectiveness in public expenditure. Works, goods and services should be acquired through competition unless there are convincing reasons to the contrary, and where appropriate should comply with EU and domestic advertising rules and policy. The form of competition chosen should be appropriate to the value and complexity of the goods or services to be acquired.

A4.6.8 Public sector organisations should aim to treat suppliers responsibly to maintain good reputations as purchasers (see box A4.6D), taking account of the government's Procurement pledge to help stimulate economic growth³.

Box A4.6D: relationships with suppliers

- high professional standards in the award of contracts
- clear procurement contact points
- adequate information for suppliers to respond to the bidding process
- the outcome of bids announced promptly (in accord with EU standards)
- feedback to winners and losers on request on the outcome of the bidding process
- high professional standards in the management of contracts
- prompt, courteous and efficient responses to suggestions, enquiries and complaints

A4.6.9 In carrying out efficient sourcing projects, central government should follow best practice.

A4.6.10 One such approach is LEAN approach⁴ whose principles are designed to make doing business with government more efficient and cost-effective (for both buyers and suppliers) to support economic growth.

A4.6.11 During the evaluation stage of sourcing, it is important for public sector procuring organisations to:

- establish the propriety of candidate suppliers – taking account of the requirement to exclude those convicted of, for example, fraud, theft, fraudulent trading or cheating HMRC;

³ Procurement Pledge (<http://www.cabinetoffice.gov.uk/resource-library/our-procurement-pledge>)

⁴ <https://www.gov.uk/government/publications/lean-sourcing-guidance-for-public-sector-buyers>

- assess suppliers' economic and financial standing to gain confidence of their capacity to carry out fully what the buyer requires within the pre-determined timescale and deliver value for money;
- secure value for money (see box A.4.6B), using relevant and consistent criteria for evaluating the key factors (cost, size, sustainability, design etc).

Contracts

A4.6.12 In drawing up contracts, purchasers should, where possible:

- use model terms and conditions developed in the light of collective experience and which may help avoid prejudicing the position of others using the same supplier;
- avoid variation of price clauses in contracts of less than two years' duration; and
- Include prompt payment clauses.

A4.6.13 Purchasers cannot enter into contracts with other parts of the legal entity to which they belong, so different parts of the Crown cannot contract with each other. Instead internal agreements which fall short of being contracts are used (typically service level agreements). These may have all the hallmarks of contracts other than scope for legal enforcement. Since service level agreements between bodies which are not part of the Crown may be subject to EU procurement rules, it is usually wise to take legal advice when entering into them.

Central purchasing bodies and agencies

A4.6.14 Central government organisations are required to use the services and collaborative procurement deals managed by the Government Procurement Service on behalf of government⁵.

A4.6.15 If public sector purchasers employ private sector agents to undertake procurement on their behalf they should:

- require compliance with the law (see box A4.6C);
- ensure clear allocation of responsibilities; and
- where appropriate, obtain the agent's indemnity against any costs incurred as a result of its failure to comply with the legal framework on its behalf.

Taxation

A4.6.16 Central government bodies should:

- base procurement decisions independent of any tax advantages that may arise from a particular bid;
- avoid contractors using offshore jurisdictions, consistent with EU and other international obligations and the government's stated objectives on tax transparency and openness;
- be vigilant in not facilitating tax arrangements with suppliers or their agents that are detrimental or disadvantageous to the Exchequer. Public sector organisations

⁵ Cabinet Office guidance: <https://www.gov.uk/government/organisations/crown-commercial-service>

need to take special care in relation to the tax arrangements of public appointees (see Cabinet Office guidance⁶);

- employ internal management processes to ensure that transactions that give rise to questions of propriety of tax arrangements are brought to the accounting officer's or, if necessary, ministers' attention.

A4.6.17 In the case of bids under the Private Finance (PF2), it is particularly important to ensure that comparisons of competing bids take account of any tax planning by bidders. The Treasury's *Green Book* provides for a tax adjusted Public Sector Comparator to allow for the (usually) material tax difference between a PF2 option and the wholly public sector alternative. It would be inappropriate to apply this to bids where tax planning has cancelled out this effect.

A4.6.18 Public procurement projects involving the transfer of real estate or assets that are likely to appreciate in value can often give rise to specific tax issues, in particular liability to capital gains tax. If public sector organisations are negotiating with bodies that wish to structure procurement proposals in this way, they should consult the Treasury and HMRC at an early stage to identify the likely tax implications and assess the proposal for propriety generally.

Further guidance

A4.6.19 Central sources of guidance on procurement and related issues include:

- the Government Procurement Service of the Cabinet Office (<https://www.gov.uk/government/organisations/crown-commercial-service>)
- the Treasury's Green Book on project appraisal and evaluation in central government (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/179349/green_book_complete.pdf.pdf);
- Department for Business, Innovation and Skills on state aid rules (<https://www.gov.uk/state-aid>);
- Cartels and bid-rigging (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/284413/oft435.pdf); and
- HM Revenue and Customs on tax avoidance issues (<http://www.hmrc.gov.uk/avoidance/>).

Guidance on the EU rules (available on the Government Procurement website) is also published by the European Commission, but public sector organisations are advised not to seek advice from the Commission without first consulting their own and their sponsor department's procurement units, who may, in turn, consult the Cabinet Office.

⁶ Cabinet Office guidance: Procurement Policy Note – Tax arrangements of Public Appointees

A4.7

Annex 4.7 State aids

While a great deal of public expenditure is not classified as state aid, any funding favouring a particular company or sector could be subject to the EU rules and, in certain circumstances, require notification to the Commission.

A4.7.1 Article 107(1) of the EU Treaty prohibits in principle any form of preferential government assistance – state aid - to commercial undertakings. The purpose is to prevent distortion of competition within the EU.

A4.7.2 There is no precise definition of state aid. Box A4.7A provides a statement of principle. Its battery of tests may need to be applied to a wide variety of policies since for these purposes commercial undertakings can include public organisations, charities and not-for-profit organisations if they engage in economic activities or compete with commercial organisations. And the European Commission may judge that even small amounts of aid could distort competition. It is sometimes possible to escape the last test on tradable activity for very small scale and localised assistance.

Box A4.7A: characteristics of state aids

- the aid is granted by a member state or through state resources (including eg lottery distributions and European funds)
- it favours certain commercial undertakings
- it distorts or threatens to distort competition
- the activity is tradable between member states.

All four tests have to be met for the state aid rules to apply.

A4.7.3 However, a measure meeting all the tests in box A4.7A is not automatically illegal. Article 107 sets out circumstances when state aid can be considered permissible – eg to encourage cultural and regional development. European Commission frameworks and guidelines also enable member states to target market failures in order to achieve desirable policy outcomes, eg to facilitate competitiveness through research spending, improve access to venture capital for small firms, support the environment, help provide access to training, or encourage regional development.

A4.7.4 Before state aid can be given, the public organisation responsible should notify the Commission and obtain approval. This process, which can take 6-9 months, must be conducted through the state aid teams in BIS, DEFRA or DfT depending on the type of aid.

A4.7.5 The General Block Exemption Regulation (GBER) exempts a number of types of aid from the need for prior notification. The GBER covers aid for regional development, SMEs, risk capital, research, development and innovation, environmental protection, disadvantaged workers and training. As long as the aid meets the strict conditions set out in the regulations, member states simply have to inform the Commission and confirm compliance with the regulation within 20 days of implementing it, rather than going through the notification process.

A4.7.6 There is also a de minimis regulation which allows member states to give small amounts of aid (200,000 euros over a three-year period) to any enterprise of any size (with certain restrictions) as long as a number of administrative procedures are completed.

A4.7.7 When designing policies, it is wise to consider early whether state aids rules apply. This allows time to work out whether any exemptions are available; or if necessary to seek Commission agreement. The sources in box A4.7B are a good place to start. Depending on the context, queries on aid should be referred to Defra (agriculture), DfT (transport) or the Treasury (banks). Questions on all other aid should be referred to BIS.

Box A4.7B: further guidance

The BIS State Aid Unit website – www.bis.gov.uk/policies/europe/state-aid

State aid approval process flowchart <https://www.gov.uk/government/publications/state-aid-notification-flowcharts>

European Commission State aid website – www.ec.europa.eu/comm/competition/index_en.html

A4.8

Annex 4.8 Expenditure and payments

As part of the process of authorising and controlling commitments and expenditure of public funds, public sector organisations should time their expenditure and payments to provide good value for public money.

A4.8.1 Public sector organisations should use good commercial practice in managing the flows of expenditure and commitments they deal with. Box 4.3 has some sound high level principles. These need to be interpreted in the context of each organisation’s business, in line with current legislation and using modern commercial practice. The actual techniques used may thus change from time to time and from place to place.

A4.8.2 In particular, public sector organisations should;

- explain payment procedures to suppliers;
- agree payment terms at the outset and stick to them;
- pay bills in accordance with agreed terms, or as required by law;
- tell suppliers without delay when an invoice is contested; and
- settle quickly when a contested invoice gets a satisfactory response.

A4.8.3 Public sector organisations are also bound by legislation¹ aiming to ensure that in commercial transactions, the payment period does not exceed 30 calendar days after the debtor receives an invoice. Further advice is available from the Cabinet Office and BIS.

A4.8.4 However, the Government recognises that the public sector should set a strong example by paying promptly. Central government departments should aim to pay 80% of undisputed invoices within 5 days. They should also include a clause in their contracts requiring prime contractors to pay their suppliers within 30 days. The principles in Box 4.4 must still be applied to all payments. Further guidance is available².

Payments outside the normal pattern

A4.8.5 Payments in advance of need should be exceptional, and should only be considered if a good value for money case for the Exchequer can be made. Even then, as advance payments lead to higher Exchequer financing costs, such payments are novel and contentious and require specific Treasury approval. Advance payment should never be used to circumvent expenditure controls or budgetary limits.

A4.8.6 In particular, it is not good value for money for public sector organisations to act as a source of finance to contractors who have access to other forms of loan finance. So advance payments to contractors (ie payments made before equivalent value is received in return) should

¹ The Late Payment of Commercial Debts (Interest) Act 1998 (as amended by The Late Payment of Commercial Debt Regulations 2002 (SI 1674) and the Late Payment of Commercial Debt Regulations 2013).

² The Prompt Payment Code <http://www.promptpaymentcode.org.uk/>

only be considered if, for example, a price discount commensurate with the time value of the funds in question can provide a good value for money case. Exceptions to these guidelines, which would not normally require specific Treasury approval, include:

- service and maintenance contracts which require payment when the contract commences, provided that the service is available and can be called on from the date of payment;
- grants to small voluntary or community bodies where the recipient needs working capital to carry out the commitment for which the grant is paid and private sector finance would reduce value for money;
- minor services such as training courses, conference bookings or magazine subscriptions, where local discretion is acceptable; and
- prepayments up to a modest limit agreed with the Treasury, where a value for money assessment demonstrates clear advantage in early payment.

A4.8.7 Interim payments may have an element of prepayment and so public sector organisations should consider them carefully before agreeing to them. However, if they are genuinely linked to work completed or physical progress satisfactorily achieved, preferably as defined under a contract, they may represent acceptable value for public funds. Taking legal advice as necessary, organisations should, however, consider whether:

- the contractor's reduced need for working capital should be reflected in reduced prices;
- the contractor should provide a performance bond in the form of a bank guarantee to deal with possible breach of contract.

A4.8.8 Public sector organisations should not, however, use interim payments to circumvent public spending controls. For example, it is not acceptable to make payments where value has not been received, simply to avoid underspending.

A4.8.9 Deferred payments are generally not good practice. They normally mean paying more to compensate the contractor for higher financing costs and are thus poor value for money (at the margin the Exchequer can always borrow more cheaply than the private sector). So any proposal for deliberate late payment is potentially novel and contentious. Any central government organisation considering deferred payments must thus seek Treasury approval before proceeding.

Governance in public sector organisations includes arrangements for preventing, countering and dealing with fraud. This annex provides further detail.

A4.9.1 Accounting officers are responsible for managing public sector organisations' risks, including fraud. Each organisation faces a range of fraud risks specific to its business, from internal and external sources. The risk of a given fraud is usually measured by the probability of its occurring and its impact in monetary and reputational terms should it occur.

A4.9.2 In broad terms, managing the risk of fraud involves:

- assessing the organisation's overall vulnerability to fraud;
- identifying the areas most vulnerable to fraud risk;
- evaluating the scale of fraud risk;
- responding to fraud risk;
- measuring the effectiveness of the fraud risk strategy; and
- reporting fraud.

The most effective way to manage the risk of fraud is to prevent it from happening by developing an effective anti-fraud culture.

A4.9.3 For guidance on all these areas, see Tackling Internal Fraud¹ and Tackling External Fraud².

Assessing vulnerability to fraud

A4.9.4 Each organisation should identify, itemise and assess how it might be vulnerable to fraud, covering the risks in some detail. Fraud should be always considered as a risk for the departments' risk register.

Evaluating the scale of fraud risk

A4.9.5 Public sector organisations should evaluate the possible impact and likelihood of the specific fraud risks it has identified. These should be reviewed regularly. From this, each organisation should deduce a priority order for managing its fraud risks and target its interventions accordingly. This will inform decisions about the actions to be taken to manage fraud risk effectively.

¹ http://webarchive.nationalarchives.gov.uk/20130129110402/http://www.hm-treasury.gov.uk/psr_managing_risk_of_fraud.htm

² <http://www.nao.org.uk/report/good-practice-in-tackling-external-fraud-2/>

Responding to fraud risk

A4.9.6 The organisation's response to fraud risk should be customised to the risks it faces. Typically it will involve some or all of the following.

- Developing a Fraud Policy Statement, a Fraud Risk Strategy and a Fraud Response Plan (key documents that every organisation should have).
- Developing and promoting an anti-fraud culture, maybe through a clear statement of commitment to ethical behaviour to promote awareness of fraud. Recruitment screening, training and maintaining good staff morale can also be important.
- Allocating responsibilities for the overall and specific management of fraud risk so that these processes are integrated into management.
- Establishing cost-effective internal systems of control to prevent and detect fraud.
- Developing the skills and expertise to manage fraud risk effectively and to respond to fraud effectively when it arises.
- Establishing well publicised avenues for staff and members of the public to report suspicions of fraud.
- Responding quickly and effectively to fraud when it arises.
- Establishing systems for investigations into allegations of fraud.
- Using Internal Audit to advise on fraud risk and drawing on their experience to strengthen control.
- Taking appropriate action (criminal, disciplinary) against fraudsters and seeking to recover losses.
- Continuously evaluating the effectiveness of anti-fraud measures in reducing fraud.
- Working with stakeholders to tackle fraud through intelligence sharing, joint investigations, etc.

A4.9.7 It is good practice to measure the effectiveness of actions taken to reduce the risk of fraud. Assurances about these measures can be obtained from Internal Audit, stewardship reporting, control risk self assessment, monitoring or from other review bodies.

Reporting fraud

A4.9.8 Public sector organisations should retain records of internal frauds discovered and actions taken, including an assessment of the value of any losses. They may need to contribute to occasional reports and analysis of frauds.

A4.9.9 Public sector organisations should also provide the Cabinet Office (Fraud, error and debt team) with details, of any novel or unusual frauds (or attempted frauds) so that this information can be shared more widely. Public sector organisations should also consider reporting frauds and suspected fraud to the NAO.

A4.10 Annex 4.10

Losses and write offs

This annex sets out what is expected when departments and their arms length bodies (ALBs) incur losses or write off the values of assets, including details of when to notify parliament.

A4.10.1 As parliament does not agree or approve advance provision for potential future losses when voting money or passing specific legislation, such transactions when they arise are subject to greater scrutiny and control than other payments. Public sector organisations should only consider accepting losses and write-offs after careful appraisal of the facts (including whether all reasonable action has been taken to effect recovery – see Annex 4.11), and should be satisfied that there is no feasible alternative. In dealing with individual cases, departments must always consider the soundness of their internal control systems, the efficiency with which they have been operated, and take any necessary steps to put failings right.

Levels of delegation

A4.10.2 Departments have delegated authority to deal with all losses, unless there are specific delegations put in place, subject to paragraph A4.10.3. Box A4.10A provides examples of the different categories of loss.

Box A4.10A: examples of losses

Losses

- cash losses: physical losses of cash and its equivalents (eg credit cards, electronic transfers)
- bookkeeping losses: unvouched or incompletely vouched payments, including missing items, or inexplicable or erroneous debit balances
- exchange rate fluctuations: losses due to fluctuations in exchange rates or revaluations in currencies
- losses of pay, allowances and superannuation benefits paid to civil servants, members of the armed forces and ALB employees: including overpayments due to miscalculation, misinterpretation, or missing information; unauthorised issues; and other causes
- losses arising from overpayments: of social security benefits, grants, subsidies etc
- losses arising from failure to make adequate charges: eg for the use of public property.

Losses of accountable stores

- losses through fraud, theft, arson or any other deliberate act
- losses arising from other causes.

Fruitless payments and constructive losses

Claims waived or abandoned

Consulting the Treasury

A4.10.3 When departments identify losses and write-offs, they should consult the Treasury, using the guidance in Box A4.10B, irrespective of the amount of money concerned, if they:

- involve important questions of principle;
- raise doubts about the effectiveness of existing systems;
- contain lessons which might be of wider interest;
- are novel or contentious;
- might create a precedent for other departments in similar circumstances;
- arise because of obscure or ambiguous instructions issued centrally.

A4.10.4 Similarly, ALBs should consult their sponsor departments about similar cases. In turn departments may need to consult the Treasury.

Box A4.10B: consulting the Treasury on losses

Departments should consult the Treasury as soon as possible, outlining:

- the nature of the case, the amount involved and the circumstances in which it arose;
- the reasons for the proposed write-off, including any legal advice;
- the reason for consulting the Treasury;
- whether fraud (suspected or proven) is involved;
- whether the case resulted from dereliction of duty;
- whether failure of supervision is involved;
- whether appropriate legal and/or disciplinary action has been taken against those involved including supervisors, and, if not, why not;
- whether those primarily involved will be required to bear any part of the loss; and
- whether the investigation has shown any defects in the existing systems of control and, if so, what action will be taken.

Notification to parliament

A4.10.5 Losses should be brought to parliament's attention at the earliest opportunity, normally by noting the department's annual accounts, whether or not they may be reduced by subsequent recoveries. For serious losses, departments should also consider the case for a written statement to parliament. Departments should not hesitate to notify parliament of any losses which it would be proper to bring to their attention.

Losses and claims records

A4.10.6 Public sector organisations should maintain an up to date record of losses. The record should show:

- the nature, gross amount (or estimate where an accurate value is unavailable), and cause of each loss;
- the action taken, total recoveries and date of write-off where appropriate; and
- the annual accounts in which each loss is to be noted.

A4.10.7 A losses statement is required in annual accounts where total losses exceed £300,000. Individual losses of more than £300,000 should be noted separately. Losses should be reported on an accruals basis.

A4.10.8 Where efforts are still being made to secure recovery of cash losses formally written off, charged to the accounts and noted, public sector organisations should consider including them in a record of claims to ensure that recovery is not overlooked.

Accounting for cash losses

A4.10.9 Cash losses may initially be accounted for as debtors in annual accounts pending recovery or write-off.

A4.10.10 When a department incurs a cash loss it should charge it to the appropriate budget subhead in the Estimate, and for accounts recognise the cost in accordance with the FReM.

A4.10.11 Where a cash loss is wholly or partly recovered by reducing the amounts of pay or pension¹ which would otherwise be due, or under statutory or other specific powers², only the resulting outstanding balance is treated as a loss to be written off. The sum(s) are charged to the relevant budget boundary as if they had been paid to the individual concerned who then used the money to pay the claim.

A4.10.12 Similarly, where the loss is wholly or partly met by voluntary payments by the person responsible or by a payment from an insurance company or other non-public source, only the net loss is written off. If, however, there are no powers to apply the sums withheld by non-issue of pay etc, the gross amount of the loss is written off.

A4.10.13 Generally, no note is necessary if the net loss is nil by the time the annual accounts are finalised. There may, however, be exceptions (eg losses arising from culpable causes) where the circumstances of the loss are such as to make it proper to bring them to the notice of parliament by inclusion in the Losses Statement.

Stores losses

A4.10.14 Stores losses are, in effect, money spent without the authority of parliament. In establishing the amount of the loss, and hence whether the annual account should be noted, the net value of the loss after crediting any sums recovered will be the determining factor.

A4.10.15 Losses of stores arising from culpable causes should be noted in departmental records, in accordance with normal practice. Such losses should also be noted in the annual account, to ensure that such losses are brought to the attention of parliament in the appropriate manner, and to aid departmental management in managing and accounting for stores.

A4.10.16 Where there is an identifiable claim against some person, the loss need not be noted immediately. However, if the department subsequently decides to waive the claim, or finds that it cannot be presented or enforced, the loss should be treated as an abandoned claim (see paragraph A.4.10.23) and noted accordingly.

A4.10.17 Any loss recoverable from a third party, where a decision is taken to waive recovery because of a knock for knock agreement, should be noted as a stores loss.

¹ Tax must be deducted from pay or pension subject to PAYE withheld in settlement of a loss, to arrive at the amount attributed to debt repayment.

² For example, Queen's Regulations

A4.10.18 Where stores are to be written off, gifted, or transferred to other departments, they should be valued in accordance with the FReM, unless circumstances justify exceptional treatment, or other arrangements have been agreed³.

Fruitless payments

A4.10.19 A fruitless payment is a payment which cannot be avoided because the recipient is entitled to it even though nothing of use to the department will be received in return. Some examples are in box A4.10C.

A4.10.20 As fruitless payments will be legally due to the recipient, they are not regarded as special payments. However, as due benefit has not been received in return, they should be treated as losses, and brought to the attention of parliament in the same way as stores losses.

Box A4.10C: examples of fruitless payments

A **fruitless payment** is a payment for which liability ought not to have been incurred, or where the demand for the goods and services in question could have been cancelled in time to avoid liability, for example:

- forfeitures under contracts as a result of some error or negligence by the department;
- payment for travel tickets or hotel accommodation wrongly booked or no longer needed, or for goods wrongly ordered or accepted;
- the cost of rectifying design faults caused by a lack of diligence or defective professional practices; and
- extra costs arising from failure to allow for foreseeable changes in circumstances.

Constructive losses

A4.10.21 A constructive loss is a similar form of payment to stores losses and fruitless payments, but one where procurement action itself caused the loss. For example, stores or services might be correctly ordered, delivered or provided, then paid for as correct; but later, perhaps because of a change of policy, they might prove not to be needed or to be less useful than when the order was placed.

A4.10.22 Constructive losses need not be noted in the Losses Statement in the annual accounts unless they are significant.

Claims waived or abandoned

A4.10.23 Losses may arise if claims are waived or abandoned because, though properly made, it is decided not to present or pursue them. Some examples are in box A4.10D.

A4.10.24 The following should not be treated as claims waived or abandoned.

- any claims wrongly identified or presented, whether in error or otherwise. A claim should not, however, be regarded as withdrawn where there is doubt as to whether it would succeed if pursued in a court of law, or if the liability of the debtor has not or cannot be accurately assessed;

³ Stores held by the Ministry of Defence may be valued according to their estimated supply price.

- waivers or remission of tax. HMRC have special rules about remissions of tax. Departments should consult the Treasury about treatment when a case arises; or
- a claim for a refund of an overpayment which fails or is waived. This should be regarded as a cash loss.

Box A4.10D: examples of waived and abandoned claims

- where it is decided to reduce the rate of interest on a loan, and therefore to waive the right to receive the amount of the reduction
- claims actually made and then reduced in negotiations or for policy reasons
- claims which a department intended to make, but which could not be enforced, or were never presented
- failure to make claims or to pursue them to finality, e.g. owing to procedural delays allowing the Limitations Acts (annex 4.11.11) to become applicable
- claims arising from actual or believed contractual or other legal obligations which are not met (whether or not pursued), e.g. under default or liquidated damages clauses of contracts
- amounts by which claims are reduced by compositions in insolvency cases, or in out-of-court settlements, other than reductions arising from corrections of facts
- claims dropped on legal advice, or because the amounts of liabilities could not be determined
- remission of interest on voted loans.

A4.10.25 Waivers should be noted in annual accounts in accordance with the FReM. In addition:

- a claim not presented should normally be noted at its original figure;
- where more than one department is involved, each should note its records to the extent of its interest, without attempting spurious accuracy.

There is no need to note annual accounts if claims between departments are waived or abandoned. These are domestic matters.

A4.11 Annex 4.11

Overpayments

This annex discusses how, and how far, public sector organisations should seek to recover overpayments – one case of special payments outside normal parliamentary process (section 4.7). In difficult cases it is important to act on legal advice.

A4.11.1 Even good payment systems sometimes go wrong. Most organisations responsible for making payments will sometimes discover that they have made overpayments in error.

A4.11.2 In principle public sector organisations should always pursue recovery of overpayments, irrespective of how they came to be made. In practice, however, there will be both practical and legal limits to how cases should be handled. So each case should be dealt with on its merits. Some overpayment scenarios are outlined in box A4.11A. Where recovery of overpayments is not pursued the guidance in annex A4.10 should be followed.

Box A4.11A: possible reasons for overpayment

Contractors and suppliers

Overpayments in business transactions should always be pursued, irrespective of cause. It is acceptable to recover by abating future payments if this approach offers value for money and helps preserve goodwill. If the contractor resists, the overpaying organisation should consider taking legal action, taking account of the strength of the case, and of legal advice.

Grants and subsidies

Overpayments to persons or corporate bodies should be treated as business transactions and a full refund sought. The overpaying organisation should ask recipients to acknowledge the amount of the debt in writing.

Pay, allowances, pensions

Overpayments to:

- civil servants
- members of the armed forces
- employees of NDPBs
- retired teachers and NHS employees
- and the dependants of any of these

should be pursued, taking proper account of how far recipients have acted in good faith. Similar cases should be treated consistently. After warning recipients, recovery through deduction from future salary or pension is often convenient. Legal advice is often wise to make sure that proper account has been taken of any valid defence against recovery recipients may have.

A4.11.3 When deciding on appropriate action, taking legal advice, organisations should consider:

- the type of overpayment;
- whether the recipient accepted the money in good or bad faith;

- the cost-effectiveness of recovery action (either in house or using external companies). Advice that a particular course of action appears to offer good value may not be conclusive since it may not take account of the wider public interest;
- any relevant personal circumstances of the payee, including defences against recovery;
- the length of time since the payment in question was made; and
- the need to deal equitably with overpayments to a group of people in similar circumstances.

A4.11.4 It is good practice to consider routinely whether particular cases reveal concerns about the soundness of the control systems and their operation. It is important to put failings right.

Payments made with parliamentary authority

A4.11.5 Sometimes overpayments are made using specific legal powers but making mistakes of fact or law. These are legally recoverable, subject to the provisions of the Limitation Acts and other defences against recovery (see below). The presumption should always be that recovery should be pursued, irrespective of the circumstances in which it arose.

Good faith

A4.11.6 The decision on how far recovery of an overpayment should be pursued in a particular case will be influenced by whether the recipient has acted in good or bad faith:

- where recipients of overpayments have acted in good faith, eg genuinely believing that the payment was right, they may be able to use this as a defence (though good faith alone is not a sufficient defence);
- where recipients of overpayments have acted in bad faith, recovery of the full amount overpaid should always be sought.

A4.11.7 Recipients may be inferred to have acted in bad faith if they have wilfully suppressed material facts or otherwise failed to give timely, accurate and complete information affecting the amount payable. Other cases, eg those involving recipients' carelessness, may require judgement. And some cases may involve such obvious error, eg where an amount stated is very different from that paid, that no recipient could reasonably claim to have acted in good faith.

A4.11.8 In forming a judgement about whether payments have been received in good faith, due allowance should be made for:

- the complexity of some entitlements, eg to pay or benefits;
- how far the payment depended on changes in the recipient's circumstances of which he or she was obliged to tell the payer;
- the extent to which generic information was readily available to help recipients understand what was likely to be due.

Fraud

A4.11.9 If a public sector organisation is satisfied that the circumstances of an overpayment involved bad faith on the part of the recipient, it should automatically consider the possibility of

fraud in addition to recovery action. For example, the recipient may have dishonestly given false information or knowingly failed to disclose information. If there is evidence of fraudulent intent, prosecution or disciplinary action should be undertaken where appropriate and practicable. A criminal conviction in such a case will not eliminate the public debt which had resulted from the overpayment, and so recovery of the debt should also be pursued by any available means.

Cost-effectiveness

A4.11.10 Public sector organisations should take decisions about their tactics in seeking recovery in particular cases on the strength of cost benefit analysis of the options. Decisions not to pursue recovery should be exceptional and taken only after careful appraisal of the relevant facts, taking into account the legal position. The option of abating future payments to the recipient should always be considered.

Defences against recovery

A4.11.11 Defences which may be claimed against recovery include:

- the length of time since the overpayment was made
- change of position
- estoppel
- good consideration
- hardship.

Lapse of time

A4.11.12 There can be time limitations on recovery. In England and Wales, a recipient might plead that a claim is time-barred under the provisions of the Limitation Acts. Proceedings to recover overpayments must generally be instituted within six years (twelve years if the claim is against the personal estate of a deceased person) of discovery of the mistake or the time when the claimant could, with reasonable diligence, have discovered it.

A4.11.13 When public sector organisations claim against a private sector organisation or people who ignore or dispute the claim, the organisation should take legal advice about proceeding with the claim in good time so that it does not become time barred.

A4.11.14 If someone claims that they have overpaid a public sector organisation, they should be told promptly if the claim is time barred. But if, on its merits, the recipient organisation decides that there is a case for an ex gratia payment, it should obtain Treasury consent if the amount involved is outside the organisation's delegated powers. Similarly, there may be a case for ex gratia payments to make good underpayments to government employees unless they were dilatory in making their claims.

Change of position

A4.11.15 The recipient of an overpayment may seek to rely on change of position if he or she has in good faith reacted to the overpayment by relying on it to change their lifestyle. It might then be inequitable to seek to recover the full amount of the overpayment. The paying organisation's reaction should depend on the facts of the case. The onus is on the recipient to show that it would be unfair to repay the money. This defence is difficult to demonstrate.

Estoppel

A4.11.16 A recipient who has changed his or her position may also be able to rely on the rule of evidence estoppel if the paying organisation misled the recipient about his or her entitlement, even if the overpayment was caused by a fault on the part of the recipient. However, a mistaken payment will not normally of itself constitute a representation that the payee can keep it. There must normally be some further indication of the recipient's supposed title other than the mere fact of payment.

A4.11.17 The paying organisation can be prevented from recovery even where it has made no positive statement to the payee that the latter is entitled to the money received. If, following a demand for repayment, the recipient can give reasons why repayment should not be made, then silence from paying organisation would almost certainly entitle the recipient to conclude that the reply was satisfactory and that he or she could keep the money.

A4.11.18 It is essential for public sector organisations to seek legal advice where change of position or estoppel is offered as defence against recovery.

Good consideration

A4.11.19 Another possible defence against recovery is where someone makes a payment for good consideration, i.e. where the recipient gives something in return for the payment. For example, payment might be made to discharge a debt; or where the payment is part of a compromise to deal with an honest claim. If such payments are later found to be more than was strictly due, the extent to which the paying organisation was acting in good faith should be taken into account.

Hardship

A4.11.20 Public sector organisations may waive recovery of overpayments where it is demonstrated that recovery would cause hardship. But hardship should not be confused with inconvenience. Where the recipient has no entitlement, repayment does not in itself amount to hardship, especially if the overpayment was discovered quickly. Acceptable pleas of hardship should be supported by reasonable evidence that the recovery action proposed by the paying organisation would be detrimental to the welfare of the debtor or the debtor's family. Hardship is not necessarily limited to financial hardship; public sector organisations may waive recovery of overpayments where recovery would be detrimental to the mental welfare of the debtor or the debtor's family. Again, such hardship must be demonstrated by evidence.

Collective overpayments

A4.11.21 If a group of people have all been overpaid as a result of the same mistake, the recipients should be treated in the same way. However, that does not mean that recovery of all such overpayments should be automatically written off. For example, it may be legitimate to continue to effect recovery from those who have offered to repay, or some may not be subject to the same level of hardship.

A4.11.22 Public sector organisations should decide how best to handle collective overpayments so that they do not inhibit the maximum recovery possible. If it is deemed impractical to pursue recovery from some members of an equivalent group, there should be no inhibition on pursuing others who may be able to pay. There is no obligation to inform the group generally about what action is being taken against particular members since all have the same legal obligation. Any differential treatment should be based on advice.

A4.11.23 If a public sector organisation is minded to forgo recovery of the whole or any part of a collective overpayment, it should consult the Treasury (or its sponsor department, as the case may be) before telling the recipients of the overpayments. The Treasury will need to be satisfied that a collective waiver is defensible in the public interest or as value for money. And any such waivers should be exceptional.

A4.12 Annex 4.12

Gifts

This annex explains how departments should notify parliament of gifts, both given and received. It is important to assure parliament that propriety has been respected through transparent reporting

A4.12.1 A gift is something voluntarily donated, with no preconditions and without the expectation of any return. In this document, the term gift includes all transactions which are economically indistinguishable from gifts: see box A4.12A.

A4.12.2 It is also important to be clear about transactions which do not score as gifts. For example:

- transfers of assets between government departments should generally be at full current market value; assets transferred under a transfer of functions order to implement a machinery of government change are generally made at no charge. In neither case are such transfers regarded as gifts;
- grants and grants-in-aid are not gifts as they are made under legislation, subject to conditions, with some expectation that the government will receive value through the furtherance of its policy objectives.

Box A4.12A: definition of gifts

Gifts include all transactions economically equivalent to free and unremunerated transfers from departments to others, such as:

- loan of an asset for its expected useful life
- sale or lease of assets at below market value (the difference between the amount received and the market value is the value of the gift)
- donations by departments
- transfers of land and buildings, or assignment of leases, to private sector bodies at less than market price (the gift is valued at the difference between the price agreed and the market price).

Approval

A4.12.3 Treasury approval is needed for all gifts valued at more than £300,000, and any other gifts not covered by a department's delegated authorities. Similarly, ALBs should consult their sponsor departments about gifts, and the department concerned may need in turn to consult the Treasury.

A4.12.4 As parliament does not provide for gifts when voting Estimates or passing specific legislation, parliament should be notified of gifts worth more than £300,000. Ideally this should be through Estimates. Alternatively, where time does not permit, a written ministerial statement (WMS) and a departmental minute should be laid in parliament.

Reporting

A4.12.5 If the Estimates timetable permits, departments planning to make a gift worth more than £300,000 should notify parliament in their Estimates (Main or Supplementary depending on timing), providing details of the gift and its cost.

A4.12.6 Departments wishing to make a gift over £300,000, who have been unable to include it in their Estimates, should notify parliament by laying a WMS and a departmental minute. This should happen even if parliamentary authority will be sought in a subsequent Estimate for funds to replace an existing asset to be given. Treasury approval must be obtained before the WMS and departmental minute are laid.

A4.12.7 The WMS and minute must then be laid before the House of Commons, on the same day, at least fourteen parliamentary sitting days before the department proposes to make the gift. In cases of special urgency, it is permissible, exceptionally, for all or part of the fourteen day notice period to fall during an adjournment or recess, or for a shorter notice period to be given. In such cases, with Treasury approval, the reasons for urgency should be explained.

A4.12.8 The WMS and minute must contain the standard opening and closing paragraphs in box A4.12B. These terms have the PAC's endorsement and can be changed only with Treasury approval.

Box A4.12B: standard paragraphs for written ministerial statement and departmental minute

Opening paragraph:

It is the normal practice when a government department proposes to make a gift of a value exceeding £300,000, for the department concerned to present to the House of Commons a minute giving particulars of the gift and explaining the circumstances; and to refrain from making the gift until fourteen parliamentary sitting days after the issue of the minute, except in cases of special urgency.

Closing paragraph:

The Treasury has approved the proposal in principle. If, during the period of fourteen parliamentary sitting days beginning on the date on which this minute was laid before the House of Commons, a Member signifies an objection by giving notice of a Parliamentary Question or a Motion relating to the minute, or by otherwise raising the matter in the House, final approval of the gift will be withheld pending an examination of the objection.

A4.12.9 The WMS and minute should also set out briefly the nature of the gift, its value, the circumstances in which it is being given, and the recipient. Where the gift is to be replaced, information about the cost and nature of the replacement, when it is expected to be acquired, and the Estimate to which the expenditure will be charged should be included. In the case of non-voted expenditure, the account to which the replacement cost will be charged should be quoted.

Parliamentary objections

A4.12.10 Members of Parliament may object to gifts by letter, Parliamentary Question or through an Early Day Motion. In such cases, departments may wish to advise their ministers to take the initiative by making contact with the MP concerned. This may be particularly appropriate if it is proposed to make the gift urgently or promptly on expiry of the waiting period.

A4.12.11 Where an objection is raised, the gift should not normally be made until the objection has been answered. In the case of an Early Day Motion, the MP should be given an opportunity to make a direct personal representation to the Minister. The Treasury should be notified of the outcome of any representations made by MPs.

Noting annual accounts

A4.12.12 Annual accounts should include a note on gifts made by departments if their total value exceeds £300,000. Gifts with a value of more than £300,000 should be noted individually, with a reference to the appropriate WMS and departmental minute. Exceptionally, where gifts are made between government departments, the receiving department should notate its accounts, not the donor.

Gifts received

A4.12.13 Departments should maintain a register detailing gifts they have received, their estimated value and what happened to them (whether they were retained, disposed of, etc). Gifts received need not be noted in accounts unless the Treasury or department concerned considers there is a special need for them to be brought to parliament's attention.

A4.12.14 Donations, sponsorship or contributions, eg from developers should also be treated as gifts.

A4.12.15 Guidance on gifts made to individual civil servants is in the Civil Service Management Code¹.

¹ <https://www.gov.uk/government/publications/civil-servants-terms-and-conditions>

A4.13

Annex 4.13 Special payments

This annex explains how public sector organisations should approach current transactions outside the usual planned range. It is often right, or essential, to consult the Treasury beforehand. In some cases, it is also important to notify parliament.

A4.13.1 In voting money or passing specific legislation, parliament does not and cannot approve special payments outside the normal range of departmental activity. Such transactions are therefore subject to greater control than other payments.

A4.13.2 Departments should authorise special payments only after careful appraisal of the facts and when satisfied that the best course has been identified. It is good practice to consider routinely whether particular cases reveal concerns about the soundness of the control systems; and whether they have been respected as expected. It is also important to take any necessary steps to put failings right.

A4.13.3 Arm's length bodies should operate to similar standards as departments unless there are good reasons to the contrary, eg overriding requirements of the statutory framework for Companies Act companies. Departments should ensure that their oversight arrangements (see chapter 7) enable them to be satisfied that their arm's length bodies observe the standards.

Dealing with special payments

A4.13.4 Departments should always consult the Treasury about special payments unless there are specific agreed delegation arrangements in place. So a department should seek Treasury approval, in advance, for any special payment for which it has no delegated authority, or which exceeds its authority. Similarly, ALBs should consult their sponsor departments in comparable circumstances. In turn, the department may need to consult the Treasury.

A4.13.5 The special payments on which the Treasury may need to be consulted are summarised in box A4.13A. The list is not exclusive. If a department is in doubt, it is usually better to consult the Treasury.

A4.13.6 In particular, it is important to consult the Treasury about any cases, irrespective of delegations, which:

- involve important questions of principle;
- raise doubts about the effectiveness of existing systems;
- contain lessons which might be of wider interest;
- might create a precedent for other departments; or
- arise because of obscure or ambiguous instructions issued centrally.

Box A4.13A: special payments

- **extra-contractual payments:** payments which, though not legally due under contract, appear to place an obligation on a public sector organisation which the courts might uphold. Typically these arise from the organisation's action or inaction in relation to a contract. Payments may be extra-contractual even where there is some doubt about the organisation's liability to pay, eg where the contract provides for arbitration but a settlement is reached without it. (A payment made as a result of an arbitration award is contractual.)
- **extra-statutory and extra-regulatory payments** are within the broad intention of the statute or regulation, respectively, but go beyond a strict interpretation of its terms.
- **compensation payments** are made to provide redress for personal injuries (except for payments under the Civil Service Injury Benefits Scheme), traffic accidents, damage to property etc, suffered by civil servants or others. They include other payments to those in the public service outside statutory schemes or outside contracts.
- **special severance payments** are paid to employees, contractors and others outside of normal statutory or contractual requirements when leaving employment in public service whether they resign, are dismissed or reach an agreed termination of contract.
- **ex gratia payments** go beyond statutory cover, legal liability, or administrative rules, including:
 - payments made to meet hardship caused by official failure or delay
 - out of court settlements to avoid legal action on grounds of official inadequacy
 - payments to contractors outside a binding contract, eg on grounds of hardship.

A4.13.7 The Treasury does not condemn all special payments out of hand. Each needs to be justified properly in the public interest against the key public sector principles set out in Chapter 1, box 1.1, with particular emphasis on value for money since there is no legal liability. Any proposal to keep a special payment confidential must be justified especially carefully since confidentiality could appear to mask underhand dealing. Also financial reporting requirements and Freedom of Information legislation should be complied with. The Treasury's bottom line is usually to ask the department to establish that the responsible accounting officer(s) would feel able to justify the proposed payment in parliament if challenged.

A4.13.8 Departments should also consult the Treasury about proposals for special payments above the relevant delegated limits. They should explain:

- the nature and circumstances of the case;
- the amount involved;
- the legal advice, where appropriate;
- the management procedures followed;
- an assessment of the value for money of the case
- any non-financial aspects;
- whether the case in question could have wider impact.

Severance Payments

A4.13.9 Special severance payments when staff leave public service employment should be exceptional. They always require Treasury approval because they are usually novel, contentious

and potentially repercussive. So departments should always consult the Treasury in advance when considering a special severance payment.

A4.13.10 The Treasury adopts a sceptical approach to proposals for special severance settlements, in particular:

- precedents from other parts of the public sector may not be a reliable guide in any given case;
- legal advice that a particular severance payment appears to offer good value for the employer may not be conclusive since such advice may not take account of the wider public interest;
- even if the cost of defeating an apparently frivolous or vexatious appeal will exceed the likely cost of that particular settlement to the employer, it may still be desirable to take the case to formal proceeding;
- winning such cases demonstrates that the government does not reward failure and should enhance the employer's reputation for prudent use of public funds.

Severance payments will only be approved where they provide value for money for the Exchequer as a whole, rather than simply for the body concerned.

A4.13.11 Departments should not treat special severance as a soft option, eg to avoid management action, disciplinary processes, unwelcome publicity or reputational damage. Box A4.13B sets out the factors the Treasury needs to evaluate in dealing with special severance cases.

A4.13.12 It is important to ensure that Treasury approval is sought before any offers, whether oral or in writing, are made. A proforma for seeking Treasury approval is available¹.

A4.13.13 Departments and their ALBs are also required to seek ministerial approval (including the approval of the Minister for the Cabinet Office) of confidentiality clauses in certain circumstances. Cabinet Office guidance on the use and approval of such agreements is also available².

Box A4.13B: factors to consider in special severance cases

Any case for special severance put to the treasury should explain:

- the circumstances of the case
- any scope for reference to a tribunal with its potential consequences, including the legal assessment of the organisation's chances of winning or losing the case and likely scale of any award
- the management procedures followed
- the value for money offered by the possible settlement
- any non-financial considerations, eg where it is desirable to end someone's employment without dismissal, perhaps because of restructuring
- whether the case could have wider impact, eg for a group of potential tribunal cases

¹ <https://www.gov.uk/government/publications/managing-public-money>

² <https://www.gov.uk/government/publications/civil-service-settlement-agreements-special-severance-payments-and-confidentiality-clauses>

A4.13.14 Particular care should be taken to:

- avoid unnecessary delays which might lead to greater severance payments than might otherwise be merited;
- avoid offering the employee concerned consultancy work after severance unless best value for money can be demonstrated and the proposal is in line with Cabinet Office approvals and controls³;
- ensure any undertakings about confidentiality leave severance transactions open to adequate public scrutiny, including by the NAO and the PAC;
- ensure special severance payments to senior staff are transparent and negotiated avoiding conflicts of interest.

A4.13.15 Organisations seeking retrospective Treasury approval for special severance payments should not take it for granted that approval will be provided, since such payments usually appear to reward failure and set a poor example for the public sector generally. Requests for retrospective approval will be considered as if the request had been made at the proper time and should contain the same level of detail as if the case had been brought to the Treasury in advance.

Retention Payments

A4.13.16 Retention payments, designed to encourage staff to delay their departures, particularly where transformations of ALBs are being negotiated, are also classified as novel and contentious. Such payments always require explicit Treasury approval, whether proposed in individual cases or in groups. Treasury approval must be obtained before any commitment, whether oral or in writing, is made.

A4.13.17 Organisations considering proposals for retention payments should subject them to strict value for money analysis. Sponsor departments should submit a business case to the Treasury, supported by market evidence, together with an evaluation of the risks and costs of alternative options. The Treasury will always be sceptical of whether they are necessary.

Reporting

A4.13.18 As parliament does not provide for special payments when voting Estimates or passing specific legislation, special payments should be brought to parliament's attention, usually through a note in the organisation's account. Any special severance payments for senior staff will in any case be itemised in annual accounts.

A4.13.19 Notification is separate from accounting treatment, which will depend on the nature of the special payment. Special payments should be noted in the accounts even if they may be reduced by subsequent recoveries.

A4.13.20 Special payments should be noted in annual accounts where the total value exceeds £300,000. Individual payments of more than £300,000 should be noted separately.

³ <https://www.gov.uk/government/publications/cabinet-office-controls>

Reporting to Cabinet Office

A4.13.21 Departments and their ALBs are required to report to the Minister for the Cabinet Office on a quarterly basis any special severance payment made in connection with the termination of employment. These returns will enable Cabinet Office to provide assurance on whether the use of special severance payments across the Civil Service is both proportionate and appropriate, including the use of any confidentiality clauses alongside such payments. A pro forma is available⁴

A4.13.22 Civil Service-wide data on special severance payments will be published annually by the Cabinet Office.

⁴ <https://www.gov.uk/government/publications/civil-service-settlement-agreements-special-severance-payments-and-confidentiality-clauses>

A4.14 Annex 4.14 Remedy

Prompt and efficient complaint handling is an important way of ensuring customers receive the service to which they are entitled and may save public sector organisations time and money by preventing a complaint escalating unnecessarily.

If their services have been found deficient, public sector organisations should consider whether to provide remedies to people or firms who complain. This is separate from administering statutory rights or other legal obligations, eg to make payments to compensate. Remedies may take several different forms and should be proportionate and appropriate.

Dealing with complaints

A4.14.1 Public sector organisations should operate clear accessible complaints procedures. They are a valuable source of feedback which can help shed light on the quality of service provided, and in particular how well it matches up to policy intentions. So all complaints should be investigated. The Parliamentary and Health Service Ombudsman (PHSO) has published Principles of good complaint handling¹ to help public bodies when dealing with complaints.

A4.14.2 Systems for dealing with complaints should operate promptly and consistently. Those making complaints should be told how quickly their complaints can be processed. Where groups of complaints raise common issues, the remedies offered should be fair, consistent and proportionate.

A4.14.3 Public sector organisations should seek to learn from their complaints. If an internal or external review, or a PHSO investigation, shows there are systemic faults, defective systems or procedures should be overhauled and corrected.

Remedies

A4.14.4 As section 4.11 explains, when public sector organisations have caused injustice or hardship because of maladministration or service failure, they should consider:

- providing remedies so that, as far as reasonably possible, they restore the wronged party to the position that they would be in had things been done correctly, and
- whether policies and procedures need change, to prevent the failure reoccurring.

The remedies available

A4.14.5 Remedies can take a variety of forms, including (alone or in combination):

- an apology;
- an explanation;

¹ <http://www.ombudsman.org.uk/improving-public-service/ombudsmansprinciples/principles-of-good-complaint-handling-full>

- correction of the error or other remedial action;
- an undertaking to improve procedures or systems; or
- financial payments, eg one off or as part of a structured settlement.

A4.14.6 Financial remedies for individual cases are normally ex gratia payments. Where a pattern develops, and a number of cases raising similar points need to be dealt with, it may make sense to develop an extra statutory scheme (see annex 4.10). If any such scheme seems likely to persist, the organisation concerned should consider whether to bring forward legislation to set it on a statutory footing (see sections 2.5 and 2.6).

Designing remedies

A4.14.7 The normal approach to complaints where no financial payment is called for is to offer an apology and an explanation. This may be a sufficient and appropriate response in itself. People complaining may also want reassurance that mistakes will not be repeated.

A4.14.8 It may be more difficult to judge whether financial compensation is called for, and if so how much, especially if there is no measurable financial detriment. Great care should be taken in designing financial compensation schemes since they may set expensive precedents.

A4.14.9 Where financial remedies are identified as the right approach to service failure, they should be fair, reasonable and proportionate to the damage suffered by those complaining. Financial remedies should not, however, allow recipients to gain a financial advantage compared to what would have happened with no service failure.

A4.14.10 Public sector organisations deciding on financial remedies should take into account all the relevant factors. Some which are often worth considering are outlined in box A4.14A. The list may not be exhaustive.

Box A4.14A: factors to consider in deciding whether financial compensation is appropriate

- Whether a loss has been caused by failure to pay an entitlement, eg to a grant or benefit.
- Whether someone has faced any additional costs as a result of the action or inaction of a public sector organisation, eg because of delay.
- Whether the process of making the complaint has imposed costs on the person complaining, eg lost earnings or costs of pursuing the complaint.
- The circumstances of the person complaining, eg whether the action or inaction of the public sector organisation has caused knock on effects or hardship.
- Whether the damage is likely to persist for some time.
- Whether any financial remedy would be taxable when paid to the person complaining.
- Any advice from the PHSO.

A4.14.11 If a compensation payment includes an element because the person complaining has had to wait for their award, it should be calculated as simple interest. The interest rate to be applied should be appropriate to the circumstances and defensible against the facts. Some rates worth considering are the rate HMRC pays on tax repayments and the rate used in court settlements.

A4.14.12 When a public sector organisation recognises that it needs a scheme for a set of similar or connected claims after maladministration or service failure, it should ensure that the arrangements chosen deal with all potential claimants equitably. It is important that such schemes take into account the PHSO's Principles of good administration². They must be well designed since costs can escalate if a problem turns out to be more extensive than initially expected.

A4.14.13 If those seeking compensation have suffered injustice or hardship in a way which is likely to persist, it may not be appropriate to pay compensation as a lump sum. Instead it may make sense to award a structured settlement with periodic (eg monthly or annual) payments. Public sector organisations considering such settlements should seek both legal and actuarial advice in drawing them up.

A4.14.14 Essentially, designing a compensation scheme is no different from designing other services. Good management, efficiency, effectiveness and value for money are key goals (see Chapter 4). Some specific issues which may require special care for compensation schemes are outlined in box A4.14B.

Box A4.14B: Issues to consider in designing compensation schemes

- Clarify the coverage of the scheme.
- Set clear scheme rules, with supporting guidance, to implement the policy intention.
- Make the remedies fair and proportionate, avoiding bias, discrimination or prejudice.
- Ensure the scheme's systems work, eg through pilot testing.
- Design in sufficient flexibility to cope with the characteristics of the claimant population.
- Check that the administration cost is not excessive – or simplify the scheme.
- If the scheme sets a precedent, make sure that it is acceptable generally.
- Inform parliament appropriately, eg through a written statement and/or in the estimates / annual accounts.
- Plan to evaluate the scheme at suitable point(s).
- Provide for closure of the scheme, unless there is good reason not to.

Consulting the Treasury

A4.14.15 When considering making individual remedy payments, departments need to consult the Treasury (and sponsored bodies need to consult their sponsor departments) about cases which:

- fall outside their delegated authorities; or
- raise novel or contentious issues; or
- could set a potentially expensive precedent or cause repercussions for other public sector organisations.

A4.14.16 Public sector organisations developing schemes to pay remedies should consult the Treasury before finalising them. Proposed schemes drawn up in response to a PHSO recommendation also require Cabinet Office approval. Once a scheme is agreed, it is only

² <http://www.ombudsman.org.uk/improving-public-service/ombudsmansprinciples/principles-of-good-administration>

necessary to consult the Treasury further about cases outside the agreed boundaries for the scheme, or the delegated authority applying to it.

Reporting ex gratia payments

A4.14.17 Departments should ensure that ex gratia payments have Estimate cover, and that the ambit of the vote concerned is wide enough for the purpose. Ex gratia payments score as special payments in departments' accounts. Departments and agencies should include summary information on compensation payments arising from maladministration in their annual reports.

A4.15

Annex 4.15 Asset management

Each public sector organisation is expected to develop and operate an asset management strategy underpinned by a reliable and up to date asset register. The board should review the strategy annually as part of the corporate or business plan.

A4.15.1 Accounting officers of public sector organisations are responsible for managing their assets. This aspect of financial management covers the acquisition, use, maintenance, and disposal of assets for the benefit of the organisations and indeed for the Exchequer as whole.

A4.15.2 Each organisation needs to have a clear grasp of:

- the content of its current assets base;
- the assets it needs to deliver efficient, cost effective public services;
- what this means for asset acquisition, use, maintenance, renewal, upgrade and disposal;
- whether any gains could be achieved by working with other public sector organisations;
- how use of assets fits within the corporate plan.

A4.15.3 Normally, these responsibilities will be dispersed in an organisation through a system of delegations with appropriate reporting arrangements. Similarly, departments should ensure that each of their sponsored organisations has equivalent arrangements.

Asset registers

A4.15.4 It is good practice for each organisation to draw up, and keep up to date, a register of all the assets it owns and uses. This will usually be needed for preparation of its financial accounts. It is also essential to undertake regular stock taking of the organisation's current assets base and thus for planning change.

A4.15.5 The assets on an organisation's register should include both tangible and intangible assets, covering both owned assets and assets under its legal control such as leased or private finance assets. Box A.4.15A lists the main groups of assets but is not exhaustive. Each organisation should decide on a meaningful valuation threshold in line with best practice.

A4.15.6 In drawing up the asset register, particular care should be taken with two sorts of asset:

- attractive items, such as works of art and items similarly susceptible to theft. These may be included even if they are below the valuation threshold, in line with guidance provided by the Government Art Collection; and
- investments in the form of debentures and shares in commercial companies. These should be checked at least annually.

Box A4.15A: main categories of public sector assets**tangible assets**

- wholly owned land and buildings
- leased fixed assets (including those acquired through private finance)
- raw materials
- stocks and stores
- plant, machinery, equipment, tools
- furniture and fittings
- assets under construction
- donated physical assets
- heritage assets
- antiques and works of art
- economic infrastructure assets (including highways, railways, airports, utilities communication networks and power generation and transmission)

intangible assets

- copyrights, including Crown copyright
- trademarks
- franchises
- patents and other intellectual property rights, including in house software
- goodwill
- data and information
- knowledge and know-how
- software licences
- public dividend capital
- loans and deposits
- investments including shares and debentures in companies

Asset management strategies

A4.15.7 The asset management strategy of a public sector organisation should be integrated into its corporate and annual business plans. It should thus be possible to help plan change in asset use or deployment when necessary. Box A.4.15B suggests some key steps. The organisation's board should take stock of progress in delivering its asset management strategy from time to time, and at least annually.

Box A4.15B: steps for developing asset management plans

- Review the asset register to assess its adequacy for the organisation's objectives and functions.
- Plan how retained assets will be used efficiently for the organisation's core functions.
- Plan asset acquisitions, e.g. to extend, modify or replace the existing asset base.
- Identify disposals, and plan to use the proceeds. Once decided upon, disposals should be as swift as the market will allow with reasonable value for money). Treasury approval is required for spending or retaining receipts.
- Plan any loans of assets, with charges and conditions for their return, liability, damage.
- Consider whether any retained assets have potential to generate revenue through commercial services.

A4.15.8 Assets should be managed like other parts of organisation's business, with up to date and reliable information systems to provide feedback on performance, efficiency and value for money. The organisation is expected to:

- view value for money from the asset from the perspective of the whole Exchequer, taking account of opportunities to work with other public sector organisations to minimise the government's overall required asset base;

- manage the assets in a way which aims to optimise cost sustainability through their effective lives;
- use commercial terms for the delivery and support of assets;
- incorporate adequate flexibility to cope with the organisation's future change programme.

Efficiency improvements

A4.15.9 Efficiency in the use of workspace may make it possible for a public sector organisation to occupy less space. It is good practice to dispose of surplus property, or to share accommodation on the civil estate with other public sector organisations where this is practicable. It may be necessary to consider a budget transfer between organisations, with Treasury consent, to help meet the initial relocation costs.

A4.15.10 Prior to marketing any land or building asset, public sector organisations should also make use of the following:

- "Disposal of Surplus Public Sector Land and Buildings – Protocols for Land holding Departments"¹ which describes the procedures to be followed to dispose of land with development potential;
- The Cabinet Office's National Property Controls which detail the rules on lease extensions, lease renewals, acquisitions, disposals as well as required space standards associated with major refurbishments of buildings;
- The Register of Surplus Land, part of ePIMS (electronic Property Management Information Mapping Service), a mandatory central database recording information on the civil estate. The data base does not cover leasehold property with less than 99 years outstanding;
- the Civil Estate Occupancy Agreement governing relationships among Crown bodies sharing accommodation and the Civil Estate Coordination Protocol which is designed to improve the planning, acquisition, management, rationalisation and disposal of property and other workspace on the civil estate;
- latest guidance and advice available from the Government Property Unit.

Transfer of property

A4.15.11 Public sector organisations may transfer property among themselves without placing the asset on the open market, provided they do so at market prices and in appropriate circumstances. They should follow the guidelines in box A4.15C.

¹ <https://www.gov.uk/government/publications/disposal-of-surplus-public-sector-land-and-buildings-protocol-for-land-holding-departments>

Box A4.15C: protocol for transfers of assets

- Consult ePIMS to see if properties on the civil estate can be used.
- Value assets at market prices using Royal Institute Chartered Surveyors' Red Book (www.rics.org).
- The original and prospective owners should work collaboratively to agree a price. It is good practice to commission a single independent valuation to settle the price to be paid.
- The organisations should take legal advice, especially where sponsored organisations are involved as these may have specific legal requirements.
- There is no need for full investigation of legal title since full transfer is rarely necessary because of the indivisibility of the Crown.
- Consult the Government Property Unit of the Cabinet Office, who may be able to help with coordination.
- The terms of transfer should not normally involve neither clawback (rights to share disposal proceeds) or overage (rights to share future profits on disposal) though see A4.15.13 below.

A4.15.12 Sometimes transfers of assets result from machinery of government changes. The relevant legislation (eg a transfer of functions order) should prescribe the terms of any such transfers.

A4.15.13 In certain limited circumstances overage provisions can be considered. The circumstances where overage is acceptable are:

- where the property is sold to a private developer for housing development;
- there is a realistic prospect that selling will improve the outcome for housing policy, e.g. by creating an aggregated composite site;
- the accounting officers of the relevant public sector organisations are convinced that, in this transaction, overage offers value for money for the Exchequer as a whole;
- the development gains are split equally between the original and prospective owners; and
- the Treasury agrees (these transaction are always novel and contentious).

Disposals of property and land assets

A4.15.14 Public sector organisations should take professional advice when disposing of land and property assets. Some key guidelines are in box A4.15D.

Box A4.15D: protocol for disposal of land, property and other assets

- Value assets at market prices using Royal Institute of Chartered Surveyors' Red Book (www.rics.org).
- Dispose of surplus land property within three years.
- Dispose of surplus residential property within six months.
- Sell plant, machinery, office equipment, furniture and consumable stores by public auction as seen; or by open tender. Obtain payment before releasing the goods.
- If an asset is sold or leased at a loss, the proceeds forgone (compared to market value) should be treated as a gift, and the routine in annex 4.12 should be followed.

A4.15.15 Sometimes private finance projects involve disposals. Each such case should be evaluated as part of the private finance project, with due attention to the need to secure good value for money. Further guidance is in annex 7.4.

A4.15.16 Public sector organisations which make grants to third parties for the acquisition of assets should normally include a clawback condition under which they can recoup the proceeds if the recipient of the grant later sells the asset. There is some scope for flexibility in this discipline: see annex 5.2.

A4.15.17 Disposals to charities require particular care. Their trust deeds sometimes place restrictions on how they may use their assets. It is good practice to consider the possible disposal of assets by such recipients before making gifts to them.

Economic infrastructure assets

A4.15.18 Managing economic infrastructure affects the quality of delivery of services. It is also central to achievement of the national infrastructure goals detailed in the National Infrastructure Plan. These factors need to be incorporated into the business plans and objectives of public sector organisations which hold, use and manage such assets.

A4.15.19 Good asset management of economic infrastructure thus calls for the responsible organisations to coordinate their own and their stakeholders' objectives. Sometimes securing value for money for the taxpayer means compromise between cost, risks, opportunities and performance. Finding the right solution can affect organisations' long-term plans, their prioritisation of resources and work to achieve realism in stakeholder expectations, as set out in the National Infrastructure Plan.

Central asset registers

A4.15.20 From time to time government gathers information in order to publish a national assets register. Central government organisations and NHS bodies should supply the information on their assets when requested.

A4.15.21 Under Crown copyright policy, certain public sector organisations are required to supply details for the official bibliographic database. See annex 6.2 for further details.

Digest of guidance

- Government Property Unit (Cabinet Office) - <https://www.gov.uk/government/policy-teams/government-property-unit-gpu>
- Government's Estate Strategy: delivering a modern estate - <https://www.gov.uk/government/publications/governments-estate-strategy>
- Common Minimum Standards - procurement of built environments in the public sector <https://www.gov.uk/government/publications/common-minimum-standards>
- recording property details on the government's ePIMS (electronic Property Information System) <https://www.epims.ogc.gov.uk/ProgrammeHub/public/DAO%20Letter%20Mandating%20e-PIMS.pdf?id=258687de-b5ce-4d28-9430-1e259c56897b>
- National property controls - <https://www.gov.uk/government/groups/government-property-unit-gpu>

- Estate rationalisation - <http://www.civilservice.gov.uk/networks/gpp/property-asset-management-in-government/estate-rationalisation>
- Property disposal - <http://www.civilservice.gov.uk/networks/gpp/property-asset-management-in-government>
- Crichel Down rules - offering land and property acquired by the public sector back to former owners – <https://www.gov.uk/government/publications/compulsory-purchase-and-the-crichel-down-rules-circular-06-2004>
- Disposal of Heritage Assets - <http://www.english-heritage.org.uk/publications/disposal-heritage-assets/>

A5.1 Annex 5.1 Grants

This annex sets out how government departments should arrange and control grants, including to arm's length bodies such as NDPBs.

A5.1.1 Central government departments normally offer two kinds of financial support to third parties, using statutory powers:

- **grants:** made for specific purposes, under statute, and satisfying specific conditions, eg about project terms, or with other detailed control;
- **grants in aid:** providing more general support, usually for an NDPB, with fewer specific, but more general controls on the body, and less oversight by the funder.

A5.1.2 Grants should not be confused with contracts. A public sector organisation funds by grant as a matter of policy, not in return for services provided under contract.

Payment

A5.1.3 Grants should be paid on evidence of need or qualification, depending on the terms of the grant scheme. For example:

- the recipient may need to submit a claim with evidence of eligibility;
- the recipient may need to show that it meets the conditions of the scheme, eg a farmer may need to disclose details of his or her business;
- there may be a timing condition;
- small third sector organisations may need to demonstrate a clear operational requirement for project funding to be made before grant is paid.

A5.1.4 Grants in aid should also match the recipient's need. Significant sums should be phased through the year in instalments designed to echo the recipient's expenditure pattern. In this way the recipient organisation need not carry significant cash balances, which would be an inefficient use of public money.

Control

A5.1.5 Payment of both grants and grants in aid normally requires specific empowering legislation as well as cover in Estimates. There is scope for temporary ex gratia grant schemes to be financed on the authority of the Appropriation Act alone provided that the scheme meets the standard conditions (see section 2.5).

A5.1.6 The accounting officer of the funding organisation is responsible for ensuring that grant recipients are eligible and use the grant in the way envisaged in the founding legislation. For **grants in aid**, it is usual to arrange this by setting out terms and conditions in a framework document sent to recipients to explain their responsibilities. Such framework documents should strike an appropriate balance among:

- ensuring prudent management of grant in aid funds;
- achieving value for money;
- assuring funders that grants are used as envisaged; while
- allowing recipients reasonable freedom to take their own decisions.

However, care needs to be taken as general and wide ranging conditions attached to grant in aid can transfer control of a body to a funder for public sector classification purposes.

A5.1.7 Departments should understand enough about the other sources of a grant recipient's income to be satisfied that the same need is not funded twice. It is usually essential to segregate inflows from different recipients since they are usually intended for different purposes.

A5.1.8 Departments which provide grants of either kind to an arm's length body should document how the recipient is expected to handle the funds. See annex 7.2 for more.

A5.1.9 Departments should ensure that they have adequate assurance arrangements in place from and that the Comptroller and Auditor General has adequate access rights to grant recipients.

Protecting the Exchequer

A5.1.10 If public sector organisations provide grants to private sector organisations to acquire or develop assets, suitable and proportionate steps should be taken to safeguard both their financial interests and those of the Exchequer. Donors should consider setting grant conditions designed to ensure that the Exchequer's interest is not overlooked if the asset is not used as expected (see annex 5.2).

Endowments

A5.1.11 Grants and grants in aid are normally paid to meet the needs of the recipients. Exceptionally, there may be a case for funding by way of endowment or dowry, ie a modest one-off grant to enable the recipient to set up a fund from which to draw down over several years. The recipient should then be able to make a clean break with the need for support.

A5.1.12 Departments contemplating such funding arrangements should consult the relevant Treasury spending team (and in turn arm's length bodies should consult their sponsor departments) as this form of funding is always novel and contentious. The Treasury will need to consider the value for money case for this form of funding, including:

- the opportunity cost of locking public funds into a particular endowment, using investment appraisal techniques;
- the value of the particular programme or project against others. The Treasury will need to be satisfied that such funding would not protect any low-value projects or programmes from proper expenditure scrutiny;
- the sustainability of the funded body and whether such funding will remove future reliance on public funding;
- whether there are clear objectives, outputs and outcomes of the funding; and
- the risk of further call on public funds.

A5.1.13 Any such endowment should:

- reflect genuine need for capital funding that could not be raised through other methods;
- be made only to recipients with the competence to manage the endowment over time; and
- avoid skewing public funding away from other projects that have genuine cash needs.

A5.1.14 The terms of an endowment should:

- be clear that the funded body should not subsequently approach the donor for annual funding;
- maintain clear boundaries between the funder and recipient.

A5.1.15 Endowments should never be used as a way of bringing expenditure forward to avoid an underspend. Nor is it acceptable to make a string of endowment payments to a single recipient instead of taking specific provision in legislation to pay grants.

A5.1.16 Endowments are intended for situations where a clear financial break will be advantageous to both recipient and donor. Normally the recipient will be a civil society body or equivalent status.

A5.2

Annex 5.2 Protecting the Exchequer interest (clawback)

This annex discusses how public sector organisations which provide grants to the private sector and others should protect their investments where grants are used to buy or improve assets.

Clawback

A5.2.1 Public sector organisations providing funds to others to acquire or develop assets should take steps to make sure that public sector funds are used for the intended purposes for which the grant is made. It is usual to consider setting conditions on such grants, taking into account the value of the grant, the use of the asset to be funded and its future value.

A5.2.2 A standard grant condition is clawback. This is achieved by setting a condition on the grant that gives the funding body a charge over the asset so that, if the recipient proposes to sell or change the use of the asset acquired with the grant, it must:

- consult the funder;
- return the grant to the funder; or
- yield the proceeds of sale (or a specified proportion) to the funder.

A5.2.3 However, a charge over the asset is not always essential. Some ground rules are suggested in box A5.2A.

Box A5.2A: when to consider clawback

clawback desirable

- tangible or intangible assets, including intellectual property rights, crown copyright, patents, designs and database rights, financed directly, whether wholly or partly by grants or grants in aid;
- tangible or intangible assets developed by the funded body itself, financed indirectly by a grant for a related purpose or by grant in aid

clawback not always necessary

- procurement of goods and services, where any liability is adequately discharged once the goods and services have been provided
- where a grant has been provided for research and not specifically for the creation of physical asset, the successful conclusion of the research might be adequate return

A5.2.4 Because funders, recipients and circumstances can vary so much, there is no single model for clawback. Bespoke terms are often desirable. They should allow as much flexibility as seems sensible. The aim should be to help recipients develop and provide services over the longer term while securing value for public funds. Drawing on the ideas in box 7.2, funders should always settle the terms of each grant with its recipient at the start of the relationship, consistent with its objectives.

Designing clawback conditions

A5.2.5 The design of clawback conditions for a grant should take account of its circumstances, the underlying policy objective(s) and the funder's approach to risk. A checklist of some common factors to consider is in box A5.2B. Using this tailored approach can mean different organisations take very different approaches to the same risks.

Box A5.2B: factors to consider in designing clawback terms

- the nature and purpose of the grant
- how the asset will help secure the policy objectives behind the grant
- the expected life of the asset
- the extent to which the recipient is financed out of public funds
- how the asset will be used by the recipient, eg scope for appreciation or generating profit
- how long the funder should retain an interest in the asset
- whether the asset may be sold, with any restrictions on disposal, eg as to price or purchaser
- whether there is sense in reassessing after a certain period or on a given trigger
- whether the terms of clawback should vary according to a factor such as the asset value (in which case the terms may need to provide for periodic valuations)
- when the policy objectives should be delivered
- the funder's legal powers and the recipient's legal position (eg as a company or charity)
- any other relevant legal factors, eg EU rules on state aids

A5.2.6 In setting terms and conditions for grants, funders should consider what could happen if things do not proceed as intended, notably what should happen if:

- the recipient does not behave as expected; or
- external conditions are very different to plans; or
- the recipient goes into liquidation (eg should the funder take priority over unsecured creditors).

Duration of charge

A5.2.7 It can make sense to relate the funder's right to clawback to the policy objectives of making the grant rather than allowing it to persist indefinitely unchanged. Some policy options are outlined in box A5.2C. If the clawback is linked to the value of an asset which is likely to appreciate, there is a risk that the recipient may face a disincentive to participate, so care and sensitivity may be needed.

A5.2.8 However, it can also make sense to moderate grants conditions by using terms such as:

- a break clause allowing the funder and recipient to consider whether the objectives of the funding have been achieved, triggering the end or reduction of the funder's interest in the asset;
- a review clause allowing scope to retain the charge and review the clawback period if the project has not met the agreed objectives;

- releasing the funder's interest in the asset (and so permitting its disposal or use as collateral) at the end of the agreed charge or clawback period.

Box A5.2C: options for clawback duration or assets as collateral

- keying it to the objectives of the grant
- relating it to the period over which the intended benefits are to be delivered
- settling clawback rights on a declining scale, eg falling to zero by the end of an agreed period, or the asset's useful life, or by when the policy objectives are deemed delivered
- allowing the recipient to use as collateral the difference between the market value of the asset and the original grant

A5.2.9 It is common to prohibit recipients from using the assets they acquire or improve using grants as collateral in borrowing transactions. This is because the public sector funder might be forced to take up the recipient's legal liability to service debt should it fail. However, if a funder agrees that a recipient may use assets acquired or developed with grants as collateral, it should consider carefully what conditions it should apply. Some freedom of this kind may help the recipient make the transition to viability or independence. For example, a funder might allow a recipient to retain income generated by using spare capacity in the funded asset.

A5.2.10 But normally it is important for the funder to retain some control over any use of the funded asset outside the grant conditions. Typically the funder will require the recipient to obtain the funder's consent before raising funds on any part of a funded asset so long as the clawback period continues. Any further conditions should be proportionate, striking a proper balance between encouraging the recipient to be self-supporting and allowing the recipient to use public funds for its own purpose.

Enforcing a claim on a funded asset

A5.2.11 Where appropriate, funders should secure a formal legal charge on funded assets. This may be particularly important for high risk projects or to prevent the funder becoming exposed to assuming the recipient's debts. It is usual to take a registered charge on land under the Land Registration Act 2002 and its Rules. If the recipient is a Companies Act company, it may make sense to secure a registered charge on the company's book debts.

A5.2.12 The form and intended duration of any charge should be recorded in the founding documents charting the relationship between the funder and recipient. Both parties will need legal advice, eg covering the statutory background, any relevant EU rules (eg on state aids) and on how the charge would be enforceable. Both parties should also keep track of their outstanding charges. It is good practice to register a land charge, so that it will automatically be taken into account during any sale process.

A5.2.13 Sometimes a funder may decide not to enforce clawback when a funded asset is sold, even though the agreed clawback period is still in force. Funders should take any such decision consciously on its merits, not letting it go by default. Reasons why a funder might take this approach include:

- the objectives of the grant may have been achieved;
- the recipient may propose to use the funded asset in an acceptable way different from the original purpose;

- the recipient may intend to finance an alternative asset or project within the objectives of the grant scheme out of the proceeds of the sale;
- the funder might agree to abate future grants to the recipient instead of taking the proceeds of sale.

A5.2.14 If a department decides to waive a clawback condition, it should consider whether it needs to report that waiver as a gift. If so, it should follow the gift reporting requirements in annex 4.12.

A5.2.15 If it is proposed to sell a grant recipient with a live charge, the funder should take legal advice on whether it can enforce the charge on the proceeds of the sale. The funder should consider the legal position of the proposed purchaser of the grant recipient, and in particular whether its objectives (eg charitable or as a social enterprise) are in line with the original grant conditions. If the funder becomes aware that such a sale is possible at the time the grant is awarded, it would usually be appropriate to require the recipient to obtain its consent before proceeding. And any request for endorsement of a sale should be evaluated objectively.

A5.3

Annex 5.3 Treatment of income and receipts

The rules on use of income and receipts are designed to control the circumstances in which they can finance use of public resources.

A5.3.1 Parliament controls departments' use of income and receipts, just as it controls the raising of tax, since both may finance use of public resources. Departments should ensure that all income and associated cash is recorded in full and collected promptly.

A5.3.2 Unless otherwise authorised, cash receipts must be paid into the Consolidated Fund. Sometimes specific legislation requires this for certain income streams; for many others the Civil List Act 1952 classifies them as hereditary revenues to be paid into the Consolidated Fund.

A5.3.3 Hereditary revenue is:

- virtually all non-statutory receipts;
- cash receipts received by virtue of specific statutory authority; and
- receipts where statute does not say otherwise.

Unless it can be established that a particular type of receipt or surplus cash is not hereditary revenue, the default position is that it is, and that the Civil List Act 1952 requires it to be paid into the Consolidated Fund.

A5.3.4 The main categories of income and associated receipts are shown in Box A.5.3A.

Box A5.3A: the different kinds of central government income

- the proceeds of taxation: paid into the Consolidated Fund
- repayment of principal and interest on NLF loans: paid direct to the NLF
- sums due under bespoke legislation: paid as specified, eg the proceeds of national insurance contributions paid into the National Insurance Fund
- receipts of trading funds: treated as specified in the founding legislation
- sums due to departments financed through Estimates:
 - either paid into the Consolidated Fund as CFERs
 - or applied to support spending in the Estimate if the Treasury agrees.

A5.3.5 Specific legislation, with Treasury approval, is normally required to authorise use of income directly to meet resource consumption ie to offset current or capital expenditure. In effect this process means that the department seeks less finance through Estimates because part of the cost of the service is met from income. Parliament has an interest because otherwise resource consumption would require specific approval through the Estimates process.

A5.3.6 Following the Clear Line of Sight reforms, there is no longer a specific control over the amount of income that can be retained by departments and used to offset spending. However controls over income remain.

A5.3.7 In order for a department to retain income to offset against spending within the Estimate it must be within the budget boundary (i.e. classed by the Treasury as negative DEL or departmental AME) and be properly described in the Estimate. There must also be a direct relationship between the income and the spending and departments may not use additional income on one part of the Estimate to offset shortfalls of income (or overspends) in another part of the Estimates without Treasury approval. Such approval will only be given where the additional income has an appropriate relationship to the expenditure it is being used to cover.

Authority to retain and use income

A5.3.8 The Treasury has powers to direct that income included in a departmental Estimate and approved by Parliament may be retained and used by the department. This Treasury direction is included within the introductory text to the Main Supply Estimates publication¹. The direction provides that the income in the relevant Estimate may be applied against resources (current or capital) within that Estimate. Without such authority the cash must be surrendered to the Consolidated Fund as extra receipts (CFERs).

A5.3.9 Sometimes departments have excess income, ie income is anticipated to be higher than the expenditure stream it matches, or more income than was anticipated in the Estimate. When income is anticipated to be higher than the expenditure stream it matches departments may present an Estimate with a negative budgetary limit at the start of the financial year, although this is relatively rare. When more income is received than was anticipated in the Estimate, departments are allowed to treat the income as negative DEL as long as it is no more than 20% above the level envisaged for that year as part of the Spending Review settlement². Any income in excess of this will normally be treated as non-budget and will need to be surrendered as a CFER.

¹ (see *Estimates Manual* <https://www.gov.uk/government/publications/supply-estimates-guidance-manual>)

² <https://www.gov.uk/government/publications/consolidated-budgeting-guidance>

A5.4 Annex 5.4

Liabilities

Parliament expects advance notice of any commitments to future use of public funds for which there is no active request for resources through Estimates. This annex discusses how a number of different kinds of liability should be dealt with.

A5.4.1 As with expenditure, ministers may enter into liabilities – in effect, commitments to future expenditure – without explicit parliamentary authority. But parliament expects to be notified of the existence of these commitments when they are undertaken. Should they eventually give rise to the need for public expenditure, they will require the authority of an Appropriation Act and frequently also specific enabling legislation.

A5.4.2 Because the Crown is indivisible, ministers (and their departments) cannot give guarantees to each other. They can, however, enter into commitments to conditional support with the same effect – though this is rare.

A5.4.3 Some liabilities are uncertain. These contingent liabilities recognise that future expenditure may arise if certain conditions are met or certain events happen. That is, the risk of a call on Exchequer funds in the future will depend on whether or not certain circumstances arise. For example, payment under a government guaranteed loan would only be required if the body covered by the guarantee was unable to repay the loan.

A5.4.4 Arm's length bodies (ALBs) sponsored by departments do not generally have powers to take on liabilities, because these would in effect bind their sponsoring departments. So the documentation governing the relationship between a department and an ALB (see chapter 7 and annex 7.4) should require the ALB to gain the sponsor department's agreement to any commitment, including borrowing, into which it proposes to enter. Departments should ensure that ALBs have systems to appraise and manage liabilities to the standards in this annex, so that they can report to parliament any liabilities assumed by ALBs in the same way as they would their own.

Need for statutory powers

A5.4.5 It is good practice to enter into liabilities on the strength of specific statutory powers – as with items of expenditure. This is essential if a regular scheme of loan guarantees or other support is intended. Departments should consult the Treasury about proposals for such legislation, which should include arrangements for reporting new liabilities to parliament. It is usual to put a statement to both Houses when statutory liabilities are undertaken. Provision in budgets and Estimates should be scored as the department's best assessment of the need to pay out in support of the liabilities.

A5.4.6 In the nature of giving liabilities, many will arise with little notice. Departments should report these to parliament at the earliest opportunity. There is a standard procedure for doing this: see paragraphs A.5.5.21 to A.5.5.35 of this annex.

A5.4.7 If a liability taken on in this way seems likely to persist, the department concerned should consider backing it with statutory cover. This is because any expenditure which arises because of it is subject to the same parliamentary expectations about statutory

powers as any other expenditure (see section 2.1). If a contingent liability could give rise to a loan, the organisation should ensure that there is reasonable likelihood of the loan being serviced and repaid (see section 5.6).

A5.4.8 There is an exception to the need for statutory powers for accepting liabilities. Commitments taken on in the normal course of business do not need specific cover, just as routine administrative expenditure does not (see para 2.3.2). The standard conditions for treating liabilities as undertaken in the normal course of business are set out in box A.5.4A, with some common examples.

Box A5.4A: liabilities in the normal course of business

In order to treat a liability as arising in the normal course of business, the organisation concerned should be able to show that:

- the activity is an unavoidable part of its business and/or
- parliament could reasonably be assumed to have accepted that such liabilities can rest on the sole authority of the Appropriation Act.

Examples of common liabilities arising in the normal course of business include:

- liabilities arising in the course of the purchase or supply of goods and services in the discharge of the department's business
- contractual commitments to make payments in future years arising under long-term contracts, eg major building works
- commitments to pay grants in future years under a statutory grant scheme
- contingent liabilities resulting from non-insurance (see annex 4.5).

A5.4.9 If procurement in the normal course of business gives rise to proposals for liabilities outside the normal range (eg a cap on the contractor's liabilities), the public sector organisation should consider renegotiating. The acid test is whether two private sector bodies would use the same terms. In cases of doubt, the Treasury should be consulted.

A5.4.10 PFI contracts are a special case of procurement and so can cause departments to take on liabilities. There is no need to notify use of standard PFI terms to parliament, but any use of non-standard terms should be reported like any other.

A5.4.11 There are additional conditions for taking on non-standard conditions, namely:

- the need must be urgent and unlikely to be repeated; and
- it would be in the national interest to act even though there is no statutory authority.

Taking on liabilities

A5.4.12 Before accepting any liability, the organisation should appraise the proposal using the *Green Book*¹, to secure value for money, just like a proposal to undertake any other project. The liability should be designed to restrict exposure to the minimum, eg by imposing conditions about duration. Other possible features to limit liabilities might include:

¹ <https://www.gov.uk/government/publications/the-green-book-appraisal-and-evaluation-in-central-government>

- a commitment fee from the beneficiary (though this does not remove the need for appraisal of the proposition) and/or
- arrangements to lift the liability if the beneficiary no longer needs it.

A5.4.13 Similarly, it is not good practice to take on liabilities to contractors which would indemnify them in the event of their own negligence or that of a sub-contractor. But it may be reasonable to give an indemnity to a private sector body against damage to property it owns arising out of government use, eg if a public sector organisation uses a private sector body's premises or equipment. Any such indemnity should of course exclude damage caused by the body's own staff or contractors.

A5.4.14 Subject to the statutory powers of the public sector organisation and its delegated authorities, it is important for an organisation contemplating assuming a new liability to consult the Treasury (or the sponsor department, as the case may be) before assuming it. Departments' delegated authorities for incurring liabilities should include the liabilities of any sponsored bodies.

Types of liability

A5.4.15 Public sector organisations may take on liabilities by:

- issuing specific guarantees, usually of loans;
- writing a letter or statement of comfort; or
- providing indemnities.

A5.4.16 It is important to remember that any of these instruments issued by a minister may be legally enforceable.

A5.4.17 Guarantees should normally arise using statutory powers. They typically involve guarantees against non-payment of debts to third parties.

A5.4.18 Letters of comfort, however vague, give rise to moral and sometimes legal obligations. They should therefore be treated in the same way as any other proposal for a liability. Great care should be taken with proposals to offer general statements of awareness of a third party's position, or oral statements with equivalent effect. Creditors could easily take these to mean more than intended and threats of legal action could result. Treasury approval is essential.

A5.4.19 It is common to give certain kinds of indemnity to members of boards of central government departments or of NDPBs; or to civil servants involved in legal proceedings or formal enquiries as a consequence of their employment, perhaps by acting as a board member of a company. The standard form is set out in box A.5.4B, in line with the Civil Service Management Code². This cover is comparable to what is obtainable on the commercial insurance market. So it excludes personal criminal liability, reckless acts or business done in bad faith.

A5.4.20 Liabilities of this kind to individuals do not normally need to be reported to parliament unless they go beyond the standard form or are particularly large or risky.

² <https://www.gov.uk/government/publications/civil-servants-terms-and-conditions>

Box A5.4B: standard indemnity for board members

The government has indicated that an individual board member who has acted honestly and in good faith will not have to meet out of his or her personal resources any personal civil liability which is incurred in the execution or the purported execution of his or her board functions, save where the board member has acted recklessly.

Notifying liabilities to parliament

A5.4.21 The rules for notifying parliament of liabilities are very similar to those for public expenditure:

- there is no need to tell parliament about:
 - new liabilities arising under statutory powers unless the legislation calls for it;
 - liabilities taken on in the normal course of business, except for those not in standard form and above £300,000;
- departments should notify parliament of:
 - statutory liabilities, in the form expected by the legislation;
 - any liability outside the normal course of business and above £300,000;
 - any liability of a non-standard kind undertaken in the normal course of business;
 - any liability which is novel, contentious or significant in relation to the organisation's (or the particular programme) expenditure, which is large and unquantifiable.

A5.4.22 It is important to note that undertakings in the normal course of business should be judged against the department's normal business pattern authorised by parliament. So what may be normal for some departments may not be normal for others. In cases of doubt it is best to report.

A5.4.23 Non-statutory liabilities which need to be reported to parliament should be notified by Written Ministerial Statement and accompanying departmental Minute (see box A5.4C). Treasury approval is required before going ahead. It is sometimes necessary, with Treasury agreement, to adapt the form of wording, eg if the liability arises immediately.

A5.4.24 Written Ministerial Statements and departmental Minutes should be laid in the House of Commons, on the same day, and should briefly outline the nature of the contingent liability and confirm that a departmental Minute providing full details has been laid in the House of Commons.

A5.4.25 Departmental Minutes should:

- use the standard wording for the opening and closing passages, which has been agreed with the PAC (box A.5.4C);
- describe the amount and expected duration of the proposed liability, giving an estimate if precision is impossible;
- explain which bodies are expected to benefit, and why;

- if applicable, explain why the matter is urgent and cannot observe the normal deadlines (paragraph A5.4.26_);
- explain that authority for any expenditure required under the liability will be sought through the normal Supply procedure;
- be copied to the chairs of both the PAC and departmental committee.

A5.4.26 The indemnity should not go live until 14 parliamentary sitting days, after the Minute has been laid. Every effort should be made to ensure that the full waiting period falls while parliament is in session.

A5.4.27 If an MP objects by letter, Parliamentary Question or Early Day Motion, the indemnity should not normally go live until the objection has been answered. In the case of an Early Day Motion, the Member(s) should be given an opportunity to make direct personal representations to the minister, eg proactively arranging a meeting with them. The Treasury should be kept in touch with representations made by MPs and of the outcome.

A5.4.28 If, exceptionally, the guarantee or indemnity would give rise to an actual liability, the department should consult the Treasury about the wording of the Minute. The department should discuss the implications for the actual liability on its budget, Estimate and accounts.

Box A5.4C: standard text for departmental Minutes on liabilities

Opening passage

It is normal practice, when a government department proposes to undertake a contingent liability in excess of £300,000 for which there is no specific statutory authority, for the Minister concerned to present a departmental Minute to parliament a giving particulars of the liability created and explaining the circumstances; and to refrain from incurring the liability until fourteen parliamentary sitting days after the issue of the Minute, except in cases of special urgency.

The **body of the Minute** should include:

If the liability is called, provision for any payment will be sought through the normal Supply procedure.

Closing passage

The Treasury has approved the proposal in principle. If, during the period of fourteen parliamentary sitting days beginning on the date on which this Minute was laid before parliament, a member signifies an objection by giving notice of a Parliamentary Question or by otherwise raising the matter in parliament, final approval to proceed with incurring the liability will be withheld pending an examination of the objection.

Non-standard notification

A5.4.29 Sometimes it is not possible to give details of a contingent liability with full transparency. In such cases the department should write to the chairs of both the PAC and departmental committee to provide the same details as those outlined in paragraph A5.4.24, with the same notice period. The letters should explain the need for confidentiality. Any objection by either chair should be approached in the same way as MPs' objections (paragraph A.5.4.27). If departments continue to have concerns about writing to parliament, in particularly sensitive or confidential cases, they should seek advice from the Treasury.

A5.4.30 Sometimes departments want to report an urgent contingent liability providing less than the required 14 days notice. In such cases, the department should follow the procedure in

paragraph A.5.4.24 and explain the need for urgency, agreeing revised wording to the final standard paragraph with the Treasury.

A5.4.31 Departments may also want to report a contingent liability at short notice, ie less than 14 days before the end of the session. In such cases the contingent liability should only go live after lying before parliament during 14 sitting days, ie some days after the start of the next session. If the proposal is more urgent than this rule would allow, the department should write to the chairs of the PAC and the departmental committee, giving the information in paragraph A.5.4.24 and explaining the need for urgency. As a matter of record, when parliament reconvenes, a Written Ministerial Statement and departmental Minute should be laid explaining what has happened, including any liabilities undertaken.

A5.4.32 The same procedure as in paragraph A.5.4.29 should be used to report liabilities during a parliamentary recess. In such cases the notice period should be 14 working days notice, ie excluding weekends and bank holidays.

A5.4.33 Similarly, it is possible that a department might want to undertake a non-statutory contingent liability when parliament is dissolved. Every effort should be made to avoid this, since members cease to be MPs on dissolution, and committees will be reconstituted in the new parliament. If the department nonetheless considers the proposed liability to be essential, it should consult the Treasury. When parliament reconvenes a Written Ministerial Statement should be laid explaining what has happened, including any liabilities undertaken.

Reporting liabilities publicly

A5.4.34 Any changes to existing liabilities should be reported in the same way as they were originally notified to parliament, explaining the reasons for the changes. If an originally confidential liability (see paragraph A5.4.29) can be reported transparently, the standard Minute (paragraph A.5.4.24) should be laid.

A5.4.35 Departments should report all outstanding single liabilities, or schemes of liabilities, in their accounts unless they are confidential. Any which would fall as a direct charge on the Consolidated Fund should be reported in the Consolidated Fund accounts. The conventions in the FreM should be used.

A5.4.36 Estimates should similarly be noted with amounts of any contingent or actual liabilities. The figures quoted should be the best assessments possible at the time of publication. Actual liabilities should appear as provisions. The rubric should refer back to notification of parliament.

A5.4.37 When the conditional features of contingent liabilities are met, it is good practice to wait until parliament has approved the relevant Estimate before providing the necessary resources. But if providing support is more urgent, departments should apply for an advance from the Contingencies Fund (see Annex 2.5 and the Estimates Manual³ under the usual conditions. If an advance is approved, a statement to parliament should explain what is happening, and in particular how the crystallised liability is to be met.

³ <https://www.gov.uk/government/publications/supply-estimates-guidance-manual>

International agreements

A5.4.38 International treaties, agreements or commercial commitments which mean the UK incurring specific contingent liabilities should follow the parliamentary reporting procedures as far as possible whether or not the agreement is covered by legislation. Even if an international agreement does not require legislation for ratification, it should nevertheless be laid before parliament, accompanied by an explanatory memorandum, for 21 sitting days before it is ratified (the Ponsonby rule).

A5.5

Annex 5.5 Lending

Government departments may borrow from the Estimate or NLF and then on-lend to third parties. There are some key disciplines required to protect the Exchequer from loss. It is also important to keep parliament informed, especially about risk exposures.

A5.5.1 The government provides loan finance to public sector organisations through departmental Estimates and the National Loans Fund (NLF). The broad principles of this annex also apply to Public Dividend Capital (PDC) and government loan guarantees.

Statutory authority

A5.5.2 The NLF needs specific statutory authority to lend to each of its borrowers, normally found in the enabling legislation of the borrower. Similarly, departments must normally have specific statutory authority to make voted loans. Box A5.5A identifies the provisions which should be specified in the enabling legislation. Departments setting up new powers should consult their Treasury spending team early in the drafting process. If NLF lending is intended, they should also consult the Exchequer Funds and Accounts team (EFA) in the Treasury.

Loans from the NLF

A5.5.3 The Treasury is accountable for the management of the NLF. In turn departments responsible for on-lending are accountable for the specific advances they make. So they should ensure that the conditions for their loans are satisfied and that repayments of interest and principal are received on time.

A5.5.4 The NLF cannot lend at a loss¹. Interest on NLF loans must therefore be sufficient to cover the cost of government borrowing, on the same terms and for the same period. This makes sure that lending is unsubsidised and that no final charge rests on the NLF.

A5.5.5 Because the government's credit rating is better than commercial borrowers' the NLF can both borrow and lend at fine rates. NLF lending is not available to commercial entities in the private sector.

A5.5.6 Similarly, NLF loans can only be made where there is a reasonable expectation that they will be serviced and repaid on the due dates. Lending departments should consider whether to take security in order to fully protect the NLF's position. And if a lending department becomes concerned about the security of any of its loans to third parties, it should discuss them with the Treasury at an early stage. Departments automatically stand behind all NLF loans to arm's length bodies (ALBs) and should agree this with them, formally in writing. If lending is intended, they should also consult the Treasury's Exchequer Funds and Accounts team (EFA).

¹ S5, NLF Act 1968

Box A5.5A: powers in legislation enabling lending**NLF loans**

- the Secretary of State or Minister may lend to relevant bodies;
- the Treasury may issue funds from the NLF to the Secretary of State;
- the purpose for which loans may be made;
- a limit on total lending outstanding;
- (sometimes) a power to raise this limit by order within a further absolute ceiling;
- a requirement for interest and principal repayments collected by departments to be surrendered to the NLF;
- a requirement to present an annual account to parliament, prepared by the sponsor department, of loans made and repaid.

voted loans

- the circumstances in which loans may be made;
- repayment of principal and interest should be made to the Consolidated Fund.
- conditionality associated with the loans;
- a borrowing limit, sometimes including a power to raise this limit by order within a further absolute ceiling specified in the primary legislation;
- the terms and conditions to be attached to loans and how interest rates are to be determined;

Interest on NLF loans

A5.5.7 Interest on temporary NLF loans of up to 6 months is fixed and repayable with the principal on maturity.

A5.5.8 Long-term NLF loans may be issued at fixed or variable rates. Fixed rate loans may be repaid by:

- equal instalments of principal (EIP) throughout the life of the loan, normally twice a year; or
- equal repayments (ER) comprising varying proportions of interest and principal over the life of the loan, normally twice a year; or
- exceptionally, interest over the life of the loan with repayment of principal in full at maturity.

A5.5.9 The length and type of loan should be matched to the type of asset being acquired and the expected payback period. Variable rate loans can be rolled over at one, three, or six monthly intervals. Penalty interest may be charged if a payment of interest or principal is not received on time. EFA can advise on the details of the terms and conditions.

A5.5.10 The Treasury sets all NLF interest rates (including on appropriate rollover dates for variable rate loans) for the different maturities available in the light of prevailing interest rates. Interest rates for long-term loans are set out on the website of the Public Works Loan Board² (PWLb).

² The PWLB is an NDPB which lends NLF funds to local authorities and others www.pwlb.gov.uk

Early repayment of NLF loans

A5.5.11 As the government lends at very competitive rates, it is not usually possible for borrowers to repay loans early in order to refinance on more advantageous terms. If this were possible, any savings the borrower might make would be at the expense of the NLF, leaving the Exchequer as a whole worse off. However, there may be a case for early repayment (other than for temporary loans) where there are genuinely surplus funds (eg from the sale of assets or trading activities). Similarly, it may also be possible to refinance existing loans where material, demonstrable and sustained changes (eg in asset life or technology) make a different maturity period more appropriate.

A5.5.12 Any proposals for early repayment must be agreed with the Treasury beforehand. If agreed, the borrower pays:

- interest up to the day before the loan is prematurely repaid; plus
- a sum, calculated by the Treasury, equal to the present value of all future repayments of principal and interest on the original schedule. This sum is designed to leave the Exchequer no worse off. It may be higher or lower than the total of the sums due on the loan for the outstanding period under the original schedule. The difference (ie the discount or premium) then scores as an adjustment to interest in the accounts.

Write off or repayment of NLF loans by grant

A5.5.13 Departments should consult the Treasury about any proposals for a capital reconstruction involving repayment or write off of NLF loans. It requires primary legislation to write off NLF loans. Interest remains payable on debts up to the day before repayment or write off.

A5.5.14 Capital reconstruction of the debts of an organisation which will remain in the public sector also requires specific statutory powers. Typically the legislation achieves capital reconstruction of its assets and liabilities by issuing it with voted grants to repay its NLF debt.

A5.5.15 Change of status and capital reconstruction ahead of privatisation is different. When the borrower's status changes from public to private sector, it is no longer appropriate for it to enjoy the fine rates the NLF achieves. So all NLF loans must be repaid. Departments should agree the approach with the Treasury.

Accounting for NLF loans

A5.5.16 Legislation authorising an ALB to borrow from the NLF normally specifies that its sponsor department should prepare its annual accounts. Sponsor departments should also account for NLF transactions in their accounts in accordance with the FReM.

Voted loans

A5.5.17 Like NLF loans, voted loans should only be made where there is a reasonable expectation of their being properly serviced and repaid. Departments making voted loans should ensure that the conditions in the enabling legislation are met and that the Estimate provides for advances of principal. If the legislation leaves the lending department with discretion over terms and conditions, interest rates should be set to reflect the cost to the

government of borrowing. Otherwise the same disciplines apply to voted loans as to NLF loans (paragraphs A.5.5.3-10).

A5.5.18 Voted loans are technically assets of the Consolidated Fund. So payments of interest and principal should normally be surrendered to the Consolidated Fund. However if there is related expenditure within the same budget boundary as the receipt, such payments may be retained if the Treasury agrees.

Repaying early and writing off voted loans

A5.5.19 The Treasury should be consulted about any proposals for the early repayment of voted loans. The rules applying to early repayment of NLF loans (A.5.5.11) normally apply.

A5.5.20 Treasury approval is required to write off loans of more than £20m. The department concerned should notify parliament in a Treasury Minute using the standard opening and closing paragraphs in box A.5.5B. If it is not possible for the Minute to be laid allowing fourteen days of parliamentary time, the Minute should explain why.

A5.5.21 Should a Member of Parliament object to the write-off, the minister responsible should give the MP the opportunity to make a personal representation about his or her objections. Only when this dialogue has been concluded will the Treasury be able to give consent to the write-off.

A5.5.22 Treasury agreement is also required for smaller write offs unless specific delegations have been agreed. Departments writing off loans should follow the procedure in annex 4.10 to notify parliament.

Box A5.5B: Treasury Minute on loan write-offs: standard paragraphs

Opening paragraph:

When a government department proposes to write off the repayment of an Exchequer loan whose principal outstanding exceeds £20 million, it is the normal practice for the Treasury to present to the House of Commons a Minute explaining the circumstances and giving particulars of the write-off. Except in cases of special urgency, Treasury consent is withheld until fourteen parliamentary sitting days after the issue of the Minute.

Closing paragraph:

The Treasury has approved the proposal in principle. If, during the period of fourteen parliamentary sitting days beginning on the date on which this Minute was laid before the House of Commons, a Member signifies an objection (for example by giving notice of a Parliamentary Question or of a Motion relating to the Minute), final Treasury approval of the remission will be withheld pending an examination of the objection.

Lending to competitive organisations

A5.5.23 The requirements described above always apply to NLF and voted loans. Some additional disciplines apply to loans to public sector organisations which operate in commercial markets. These disciplines are justified by the need to:

- avoid distorting competition in the markets in which these organisations operate;
- achieve compliance with the EU state aids directive [Annex 4.7];

- deliver vfm for the Exchequer as a whole by maximising the efficiency of the pooled borrowing approach and minimising subsequent cost of funds.

A5.5.24 The competitive organisations and transactions in the public sector to which these disciplines apply are:

- those organisations that compete with the private sector for more than 75% of their business;
- many organisations that compete for between 20% and 75% of their business, considered case by case;
- usually organisations using loan finance for a particular discrete activity that would compete with the private sector.

A5.5.25 The disciplines required are all intended to ensure that the public sector organisations concerned do not exploit any competitive advantage they might otherwise enjoy through access to cheaper finance. They are set out in box A5.5C.

Box A5.5C: Disciplines for commercial lending

- All borrowing must be agreed with the Treasury spending team.
- The borrower, or its sponsor department, should obtain a credit rating, using independent financial advice and excluding any implicit or explicit government guarantees.
- Any guarantee of an organisation's borrowing should rest on explicit statutory powers. There may be terms and conditions, eg a cap on the amount.
- The borrower organisation should satisfy the Treasury that the proposed transactions are justified within its corporate plan; or for large singleton transaction that it delivers value for money.
- Short term finance ie less than seven days, should be obtained from commercial providers, eg through overdrafts.
- Longer term borrowing, whether from the NLF or through voted loans, should be at interest rates comparable to what similar competitor firms in the private sector would pay, and must as a minimum cover the government's cost of borrowing and equal or exceed the EU reference rate. The Treasury will determine the interest rate to be applied.

External borrowing and government guarantees

A5.5.26 Public sector organisations sometimes undertake limited, short-term borrowing from the private sector, for example through a bank overdraft, in order to meet very short term requirements not available through public sector lenders. Such borrowing should be explicitly guaranteed by the government to secure the finest terms unless there are good policy reasons otherwise.

A5.5.27 Guarantees should normally only be given with an explicit statutory power, which should specify:

- the circumstances in which guarantees may be given and the terms and conditions to be attached;
- a limit on the total sum which may be covered by guarantees at any one time, which may include power to raise the limit by order within a further absolute ceiling specified in the primary legislation;

- a requirement for parliament to be notified once the guarantee has been given; and
- authority for any costs resulting from the guarantee to be met from Estimates.

A5.5.28 Even if the enabling legislation does not require the sponsor department to notify parliament of new guarantees, the department should follow the standard procedure for notifying parliament of contingent liabilities (annex 5.4).

A5.5.29 In principle government guarantees may also be given for longer term borrowing, including in foreign currencies. Such guarantees will only be considered where the guaranteed borrowing is on terms at least as fine as the government could obtain in its own name. This is a stringent test. Private sector borrowers cannot often meet it. Departments should therefore ensure that all their sponsored bodies consult them in advance about the terms of any proposed private sector or overseas borrowing. In no circumstances should any central government organisation borrow on terms more costly than those available to the government without Treasury approval.

A5.5.30 As foreign borrowing may also have implications for the credit standing on the international money markets of the UK public sector, proposals for such borrowing must be cleared with the Treasury in advance. This applies to all ALBs.

A5.5.31 It is good practice to keep parliament informed when guarantees are first used, or varied significantly.

A5.6

Annex 5.6 Banking and managing cash

Public sector organisations should run their cash management processes to provide good value for the Exchequer as a whole. This means using the Government Banking Service, limiting use of commercial banking (with Treasury consent in each instance), and providing the Treasury with accurate forecasts of cashflows. Any use of non-standard techniques should be kept within defined bounds and controlled carefully.

A5.6.1 Together public sector organisations process large volumes of cash each day in order to carry out their functions. It is important that the cashflows involved achieve good value for the Exchequer as a whole by minimising the government's borrowing at the end of each working day. So as much as possible of the government's cashflow should be contained within the Exchequer pyramid.

A5.6.2 Public sector organisations should generally hold their cash balances with the Government Banking Service (GBS). This makes it possible to sweep the contents of these accounts to high level Exchequer accounts so that at the end of each working day the Debt Management Office (DMO) can assess the government's cash position overall. Thus DMO can then finance just the net government overnight debt, if any, or invest any overnight balance. Any other arrangement leads to increased government borrowing costing the Exchequer more overall and exposes the Exchequer to increased credit risk.

A5.6.3 Accounting officers are responsible for managing the risks inherent in this process actively, including any credit exposures of funds held in commercial banks outside the Exchequer pyramid. Each public sector organisation should establish a banking policy in order to carry out this task.

Cash management

A5.6.4 Good cash management means having the right amount of cash available when needed, without inefficient unused surpluses. Each public sector organisation should plan its own cash management efficiently, following the guidelines in box A5.6A. It is usually convenient for sponsor departments to include their ALBs' flows with their own for this purpose. With this information Exchequer Funds and Accounts (EFA) in the Treasury can enable departments to draw cash as they need it within their voted provisions in Estimates.

A5.6.5 EFA need to understand the dynamics of public sector organisations' demands for cash and similarly the income they may generate. With this information they can identify peaks and troughs in the public sector's overall need for cash so that the DMO can plan its debt management activity. For this purpose EFA need to know the annual, monthly and daily sequences of cash flow, including any major one-off items.

A5.6.6 As a matter of good financial management, public sector organisations should never go overdrawn. Exchequer costs rise if unplanned large payments are not forecast in advance. So overdrafts will normally bear penalty interest at current base rate plus 2%.

Box A5.6A: planning cash management

- Forecast cash flows and provide EFA with detail within agreed timescales.
- Tell EFA of the major cash flows even if a definite transaction date has not been agreed.
- Keep EFA advised if payment or receipt dates are moved even if this is outside normal deadlines.
- Negotiate payment dates, put them in contracts with counterparties and stick to them.
- Negotiate the main inflows to take place on specific dates, and specify receipt in the morning as late receipts (after 3pm) may not be swept into the Exchequer pyramid that day.
- Transact large Chaps payments (eg above £5m) in the morning.
- Departments should keep commercial accounts at minimum levels and ensure they are not funded in advance of need.

Banking

A5.6.7 Each public sector organisation should establish a banking policy for control of its working balances and its transmission of funds. Its centrepiece should be use of the GBS, which automatically deposits funds into the Exchequer pyramid each day. For that reason commercial accounts should be used only where a good business case can be made for doing something else, eg if the GBS cannot provide a necessary service or legislation requires it.

A5.6.8 The Head of the Government Banking Service, who is the Crown Commercial Representative (CCR), has responsibility for strategic management of banking services and their suppliers across the whole of the Exchequer. So departments (and their ALBs) should gain his approval before setting up, or altering, any commercial accounts. Specific Treasury agreement to each commercial account is also required before it is established.

A5.6.9 A banking policy should cover at least the features outlined in box A5.6B. Once settled, the policy should be reviewed regularly to make sure that it remains appropriate and up to date.

Box A5.6B: an organisation's banking policy

- The bank accounts to be operated within the GBS, with their purposes (eg to contain income from different sources).
- Any commercial accounts, how they should operate, and why they are justified.
- How and where working overnight balances required for day to day operation are to be held.
- How the risks of fraud and overpayments are to be prevented, countered systemically and managed when discovered.
- How any non-Exchequer funds should be managed and kept separate from public money.
- When and how payment by cheque, credit card or direct debit is acceptable.
- Any use of non- standard financial instruments, eg agreeing foreign exchange hedging contracts with commercial banks (see paragraph A5.6.19).
- Record keeping, including frequent bank statement reconciliations.

A5.6.10 Where a public sector organisation plans to use commercial bank account(s), it should follow the guidelines in box A5.6C. Only commercial banks which are members of the relevant UK clearing bodies should be considered for this purpose¹.

Box A5.6C: guidelines for using commercial bank accounts

- Use commercial accounts (with CCR and Treasury approval) when the GBS cannot provide suitable services or if they offer better value for money for the Exchequer overall.
- Consult the CCR to agree the approach to negotiations with potential suppliers and to ensure leverage of government's relationship with key banking suppliers.
- Ensure that cleared funds will reach accounts as early as possible in the relevant clearing cycle.
- Obtain specific charges for money transmission and other services so that costs are transparent and comparable.
- Obtain gross interest on cleared credit balances, at rates as close as possible to the Bank of England's interbank rate or better (subject to credit risk and other liquidity considerations).
- Refuse arrangements that involve maintaining minimum balances since these increase Exchequer debt and raise Exchequer costs, even if the offer appears superficially attractive because of reduced charges.
- Negotiate with care any indemnities that commercial banks may seek to replace their normal arrangements (eg to protect the bank from incorrect BACS debits), after taking legal advice and obtaining clearance from the Treasury.
- Surrender interest receipts as Consolidated Fund Extra Receipts.
- Minimise balances in commercial accounts without going overdrawn, holding only enough for immediate needs.

Money transmission

A5.6.11 Public sector organisations should generally use the cheapest, safest and quickest means of moving public funds, depending on the context. Generally this means adopting the hierarchy in box A.5.6D. Sometimes it is necessary to strike a balance among these desirable features to achieve the best outcome. For inward payments, it may be appropriate to apply credit controls or other safeguards

A5.6.12 For outgoing payments it is good practice for public sector organisations to use BACS² Grade 3 (Government Grade). This service allows paying organisations to forecast their payments on day 1 then fund them on day 3 of the BACS cycle. So it provides good settlement at the Bank of England and reduces exposure to the commercial banks.

Borrowing

A5.6.13 Public sector organisations should not normally rely on obtaining finance by borrowing from commercial banks as it is almost always more expensive than relying on the government's credit rating. Any expenditure financed by such borrowing without explicit Treasury consent would be considered irregular.

¹ www.bacs.co.uk/Bacs/Corporate/CorporateOverview/Pages/OurMembers.aspx, and www.ukpayments.org.uk/payment_options/

² BACS (formerly the Bankers' Automated Clearing Service) is the commonly used three-day electronic payments and receipts system

A5.6.14 Certain arm's length bodies, such as public corporations, trading funds and NHS Foundation Trusts may, however, borrow from commercial banks for short term needs. This is only possible if it has been agreed in the founding documentation for the body (see chapter 7).

Box A5.6D: money transmission services ranked in order of choice

- Internal transfers (requests for fund transfers) within the GBS. These are free.
- Electronic methods (BACS, faster payments and CHAPS) provided through the commercial banking system using GBS contracts, including transfers to and from GBS accounts and direct debits:
 - where used for payments, with safeguards to prevent damage to the Exchequer;
 - where used for receipts, with arrangements for prompt credit.
- Credit and other payment cards: only where accepting such payments represents value for money compared to the cost of commissions to the card user, eg in terms of faster or more certain credit of funds, and usually with safeguards such as limits on value or circumstances.
- Where these are not possible, payable orders and cheques.

but not usually

Cash, uncrossed cheques, order books or other methods involving high security risks.

Exotic transactions

A5.6.15 Sometimes public sector organisations face financial risks which they find uncomfortable. In these circumstances they may consider hedging using commercial financial instruments. Speculation is never acceptable.

A5.6.16 In principle risks of this kind are no different to the other risks with which public sector organisations grapple. They should be managed in a similar way, balancing the scale and likelihood of the risk against the cost of purchasing protection or taking other mitigating action.

A5.6.17 When considering use of financial instruments, it is important to remember that:

- their use may entail taking on new risks, which themselves must be managed. It is therefore necessary for any organisation using them to ensure that it has sufficient expertise in depth for this task;
- those selling financial instruments do so for profit so their customers should be confident that the risk avoided is worth the additional cost they incur. As with insurance (see annex 4.4), the cost of this sort of protection is not always worthwhile;
- provisions for their use should be contained in the organisation's banking policy (box A5.6B).

A5.6.18 Any decision to use financial instruments is automatically novel and contentious and should be cleared with the Treasury accordingly. The Treasury will normally be sceptical because, like insurance, financial hedging incurs costs in circumstances where the government may in principle be able to bear the risks and could usually do so more cheaply. It is also important to bear in mind that there are some risks that only the government can bear, and that these may be impossible to hedge at tolerable cost.

A5.6.19 If an organisation considers using financial instruments to hedge, its accounting officer will need to be satisfied that the cost and management effort of operating the hedging

policy offers value for money. The organisation should clear its strategy with the Treasury and draw up a bespoke section of its banking policy for the purpose. An outline is shown at box A5.6E.

Box A5.6E: Outline management policy for using financial instruments

- Define the risks to be controlled, their volume, frequency and the rationale for control.
- Governance of and accountability for the various elements of the organisation's hedging policy, both at working level and on the board.
- List of acceptable counterparties (after assessing their credit risks and competence), with exposure limits (which may differ for different financial instruments).
- Arrangements for defining acceptable risk, differentiated as necessary among the different methods of dealing with them.
- Arrangements for monitoring and reporting exposures and forecasts.

Foreign exchange

A5.6.20 The most powerful case for hedging arises when a public sector organisation must make regular and predictable transactions in foreign currencies whose scale is material to the organisation's business. The standard advice about operating a forex hedging strategy is set out in box A5.6F. When drawing up the strategy it is important to remember that:

- the costs of hedging are certain though the benefits are not;
- commercial advisers on hedging often have an interest in selling relatively complicated instruments when simpler approaches might suffice.

Box A5.6F: standard practice for managing risk relating to foreign exchange

- **Foreign Currency balances:** just as for management of sterling, to be minimised.
- **Spot trades:** use the GBS for transactions below £2m equivalent and the Bank of England for others.
- **Forward transactions:** use the Bank of England unless specific Treasury agreement is given to do something else (this is the most common and appropriate form of hedging).
- **Options:** better avoided since they usually involve a measure of speculation.
- **Currencies:** plan to use sterling, US dollars or Euros where possible as markets in other currencies are less liquid.
- **Exposures:** avoid taking long term positions which are usually expensive.
- **Value for money:** the essential test for all strategies.
- **Foreign exchange hedging** arrangements needs to be made visible to CCR.

A6.1

Annex 6.1 How to calculate charges

This annex discusses how to calculate the cost of public services for which a fee is charged.

Introducing a new or updated charge bearing service

A6.1.1 Public sector organisations planning to set up or update a service for which a fee may be charged should ensure early engagement with Treasury. Advice should be sought at the earliest opportunity if there are any variations on the standard model. Proposed variations may be agreed in certain instances, considering each on its merits. Each will need to be justified in the public interest and on value for money grounds.

A6.1.2 Practical issues which organisations will need to consider when setting up or refreshing a charge bearing service include: the definition of the service and its rationale; the proposed financial objective (for instance, full cost recovery; 70% of full cost plus a 30% public subsidy); how the service is to be delivered and which organisation is to deliver it; whether the provider should retain any income from charges; the proposed charging structure (for instance, a single service or several sub-services). Organisations will also need to refer to the checklist in box 4.9 of factors to consider when planning policies and projects.

Measuring the full cost of a service

A6.1.3 With agreed exceptions, fees for services should generally be charged at cost, sometimes with an explicit additional element to match the returns of commercial competitors. So to set fees for public services it is essential to calculate the cost of providing them accurately.

A6.1.4 The main features to be taken into account in measuring the annual cost of a service are set out in box A6.1A. Not everything in the list will apply to every service and the list may not be exhaustive. It is important that the calculation is comprehensive, including all relevant overheads and non-cash items.

A6.1.5 So far as possible the calculation should use actual costs, where they are known. For services just starting, there may be no alternative to using best estimates, geared to estimated consumption patterns.

A6.1.6 Start up costs which are capitalised in the accounts and the cost of fixed capital items are scored in the accounts in full. These costs should be attributed to the cost of the service as the depreciated value each year.

A6.1.7 Start up costs which cannot be capitalised in the accounts are scored as they are incurred. Such costs may be recovered through fees and charges by spreading them over the first few years of service provision. It is also good practice to set fees to recover costs which cannot be capitalised in the accounts and which have been incurred to improve efficiency and effectiveness so that charges are lower or offer better value. This needs explicit Treasury agreement and may require statutory backing.

A6.1.8 For services which are charged at different rates, the same procedure should be used to set the different rates. That is, the cost of any premium service should be objectively justifiable by its additional cost (eg where faster shipping is offered); or conversely any discount should be justifiable by saving to the supplier (eg using the internet rather than over the counter). Note, however, that sometimes the legislation permits differential pricing unrelated to the relative underlying costs – though even then there should be good policy reason for the difference.

Box A6.1A: elements to cost in measuring fees

- accommodation, including capital charges for freehold properties
- fixtures and fittings
- maintenance, including cleaning
- utilities
- office equipment, including IT systems
- postage, printing, telecommunications
- total employment costs of those providing the service, including training
- overheads, eg (shares of) payroll, audit, top management costs, legal services, etc
- raw materials and stocks
- research and development
- depreciation of start up and one-off capital items
- taxes: VAT, council tax, stamp duty, etc
- capital charges
- notional or actual insurance premiums
- fees to sub-contractors
- distribution costs, including transport
- advertising
- bad debts
- compliance and monitoring¹ costs
- provisions

but not

- externalities imposed on society (eg costs from pollution and crime)
- costs of policy work (other than policy on the executive delivery of the service)
- enforcement costs¹
- replacement costs of items notionally insured
- start up costs (those which are capitalised in the accounts) and one-off capital items

Financial objectives

A6.1.9 The standard approach to setting charges for public services (including services supplied by one public sector organisation to another) is full cost recovery. It normally means recovering

¹ See the HM Treasury publication Class (2010)2 http://www.hm-treasury.gov.uk/psr_bac_classification_papers.htm

the standard cost of capital, currently 3.5% in real terms. Some exceptions are noted in section 6.4.

A6.1.10 One other exception is commercial services, ie those services which compete or may compete with private sector suppliers of similar services. These should aim to recover full costs including a real rate of return in line with the rates achieved by comparable businesses facing a similar level of risk. The normal range of rates is 5-10% but rates as high as 15% may be appropriate for the very highest risk businesses.

A6.1.11 Great care should be taken in pricing commercial services where public sector suppliers have a natural dominant position. The market prices of competitors will often be a good guide to the appropriate rate of return if there is genuine competition in the market. Where there are limited numbers of buyers and sellers in a market, it may be better to take other factors into account as well. These might include past performance, the degree of risk in the underlying activity and issues bearing on future performance.

Accidental surpluses and deficits

A6.1.12 Despite every effort to measure and forecast costs, surpluses and deficits are bound to arise from time to time. Causes may include variations in demand, in year cost changes, and so on. It is good practice to consider mid-year adjustment to fee levels if this is feasible.

A6.1.13 It is also good practice to set fees to recover accumulated past deficits. This may require statutory backing through a s102 order (see paragraph 6.3.3).

A6.2

Annex 6.2 Charging for Information

This annex discusses how public sector organisations should charge for the use and re-use of information, including data, text, images or sound recordings. Much information about public services is available for free. However, when charging for information, it is generally at full cost although there are exceptions.

A6.2.1 The policy is that much information about public services should be made available either free or at low cost, in the public interest. Most public organisations freely post information about their activities and services on the internet. There should be no additional charge for material made available to meet the needs of particular groups of people e.g. Braille or other language versions. More extensive paper or digital versions of information may carry a charge to cover the costs of production.

A6.2.2 Information products have an unusual combination of properties: typically, high cost of production combined with low cost of reproduction. They are frequently licensed for the use of many customers simultaneously rather than being sold or otherwise transferred. This can make for complex charging arrangements to recover costs accurately.

A6.2.3 It is good practice to make available sufficient recent legislation, public policy announcements, consultation documents and supporting material to understand the business of each public sector organisation.

A6.2.4 Anything originating in Crown bodies, including many public sector organisations, has the protection of Crown copyright. Most Crown copyright information is made available at no charge under Open Government Licence terms.

A6.2.5 Public sector organisations should maintain information asset registers as part of their asset management strategy¹.

Rights to access

A6.2.6 The terms on which information is made available should be made clear at the point of sale or licensing. There is a clear public interest in maximising access to much public sector material, and this should be borne in mind when deciding what charges should be levied. For this reason many publications can be re-used by others free of charge. However, public sector organisations should take account of copyright issues, using legal advice as necessary.

A6.2.7 Most public sector organisations choose, as a matter of policy, to make available on the internet information disclosed in response to requests under the Freedom of Information Act 2000 and Environment Information Regulations 2004. Public sector bodies should also note the provisions of the amendments (introduced by the Protection of Freedoms Act 2012) to sections

¹ For further information see <http://www.nationalarchives.gov.uk/information-management/manage-information/policy-process/digital-continuity/step-by-step-guidance/step-2/>

11-11B and 19 of the Freedom of Information Act 2000² in respect of relevant datasets, where there are statutory duties relating to the format and supply of requested datasets and to their listing in publication schemes, and to charges under a specified licence.

Information carrying charges

A6.2.8 Whilst the majority of information is free to access, a number of public sector organisations supply information for which charges are made to cover the associated costs. These include:

- services commissioned in response to particular requests;
- services where there are statutory powers to charge;
- information sold or licensed by trading funds (although they must comply with the rules set out by the re-use regulations – see below);
- publications processing publicly gathered data for the convenience of the public, through editing, reclassification or other analysis;
- retrieval software, e.g. published as a key to using compiled data.

A6.2.9 Public sector organisations can also charge for supplying some information which recipients intend to process, e.g. for publication in another format. Licences supplied in this way may take a number of forms, including royalties on each additional copy sold in the case of the most commercial applications. The norm is:

- Raw data: license and charge at marginal cost;
- Value added data and information supplied by trading funds: charge at full cost including an appropriate rate of return where this is permitted under the re-use regulations (see paragraph A6.2.11).

A6.2.10 Where it is intended to charge for environmental information within the scope of Directive 2003/4/EC or for spatial data services within the scope of Directive 2007/2/EC on establishing an infrastructure for Spatial Information in the European Community (INSPIRE) it is important to comply with regulations³.

The Re-use of Public Sector Information Regulations 2015

A6.2.11 The Re-use of Public Sector Information Regulations 2015⁴ set out the circumstances where public sector bodies may charge above marginal cost for licensing the re-use of information. Where it is intended to charge for the re-use of information within the scope of the regulations, it is important to comply with those regulations, paying attention to the clauses that cover requirements to generate revenue.

A6.2.12 Trading funds, for example, may charge for information where the customer intends to duplicate or process (re-use) such material for profit. In such cases, Crown bodies need to apply for a delegation of authority from the Keeper of Public Records⁵ to license the information.

² Freedom of Information Act 2000 revised - <https://www.legislation.gov.uk/ukpga/2000/36/contents>

³ INSPIRE Regulations 2009 (SI 2009/3157)

⁴ SI 2015/1415 - <http://www.legislation.gov.uk/uksi/2015/1415/contents/made>

⁵ <http://www.nationalarchives.gov.uk/information-management/re-using-public-sector-information/uk-government-licensing-framework/crown-copyright/delegations-of-authority/>

A6.2.13 The regulations set out that “charges for re-use must, so far as is reasonably practicable, be calculated in accordance with the accounting principles applicable to the public sector body”. See Annex 6.3 for further detail on marginal cost pricing.

A6.3

Annex 6.3 Competition law

Public sector organisations need to take care if they provide services which compete with private sector suppliers of similar services, or may do so. It is important that they respect the requirements of competition law.

A6.3.1 UK competition law is founded on Articles 81 and 82 of the EU Treaty, applied through the Competition Act 1998. Together these prohibit business agreements that prevent, restrict or distort competition in trade in the UK and EU. They also disallow market abuse on the part of any business in a dominant¹ in a market.

A6.3.2 In particular, the following kinds of unfair competition are not allowed:

- very high prices that may exploit market power;
- very low prices that may exclude competitors;
- differential prices (or other terms and conditions of service) for the same product to different customers (except for objective reasons such as differences in quality or quantity) that distort competition; or
- refusing to supply competitors without objective justification such as poor customer credit worthiness.

Pricing in competitive markets

A6.3.3 Services should be costed in line with the normal rules for full cost recovery. Charges should be set to achieve the appropriate financial objective, normally at least recovering full costs.

A6.3.4 Some public sector organisations both supply data for use in providing public services and sell services using their data in competition with commercial firms. Such organisations need to take particular care not to abuse their competitive position in the market, especially if it is dominant. This could happen if a dominant supplier organisation allocated its costs in such a way that an efficient competitor could not operate profitably.

A6.3.5 There can be circumstances which merit departing from the normal principle of full cost recovery. The justification is normally to achieve greater efficiency and sensitivity in responding to patterns of demand or cost, eg:

- if the service cannot be expanded, but customers are willing to pay more, there may be a case for increasing the price;
- if there is excess capacity and customers are not willing to pay the current charge, there may be a case for reducing the charge or reducing output;

¹ A business is deemed to be in a dominant position if it can generally behave independently of competitive pressures in its field.

- incentive charging, ie charging below cost to encourage demand, or above cost to discourage it.

A6.3.6 If a public sector organisation decides not to recover full costs for a while, it should take care that:

- its prices are not reduced in such a way as to stifle competition (a rapid cut in prices could be unfair to private sector competitors);
- its products and services are not charged at less than their average variable costs or short run marginal costs (though this does not preclude charging at less than break even for a short period, eg to match competition);
- the charging strategy is compatible with full cost recovery over the medium term. This may mean ceasing to offer a service which has become unviable against the competition;
- any cross subsidies between services should not drive prices below average variable cost or short run marginal cost;
- if, exceptionally, a supplier charges below full cost because it has surplus capacity, there must be broader benefits and prices should not fall below average variable or short run marginal cost.

Delivering financial objectives

A6.3.7 Public sector organisations should normally plan to achieve their financial objectives. If necessary this may mean adjusting prices or managing the cost structure of the supply to deliver adequate efficiency. In particular, if a public sector supplier forecasts a deficit, it should take remedial action promptly.

A6.3.8 If a public sector supplier moves away from full cost charging, there may be a case for reviewing its financial objective. Normally any such change needs the agreement of both the responsible minister and the Treasury.

Taking things further

A6.3.9 The following may be particularly useful:

- the Competition Act and public bodies at <http://webarchive.nationalarchives.gov.uk/20140402142426/http://www.offt.gov.uk/OFTwork/publications/publication-categories/guidance/competition-act/>
- agreements and concerted practices at http://webarchive.nationalarchives.gov.uk/20140402142426/http://www.offt.gov.uk/shared_offt/business_leaflets/ca98_mini_guides/oft443.pdf
- abuse of a dominant position https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/284422/oft402.pdf .

A6.3.10 More generally, it is good practice for bodies supplying goods or services into competitive markets to seek legal advice on the application of competition law at an early stage.

A7.1

Annex 7.1 Forming and reforming ALBs

This annex covers the processes of setting up new arm's length bodies and reshaping existing ones, either by merger, dissolution or other transformation. While the processes are flexible, there are some common themes centring on accountability and streamlining government processes.

Rationale for ALBs

A7.1.1 The government works through ALBs when there is a good reason to do so, usually when it is helpful for a specialist body to carry out a function where independence is important. Each ALB has its own bespoke reason for existing and many are established under specific legislation determining their form, functions and powers.

A7.1.2 The three main kinds of ALBs are agencies, non departmental public bodies (NDPBs) and non-ministerial departments (NMDs). Each has its strengths and is appropriate for a range of functions. The three are compared in box A7.1A.

Setting up a new ALB

A7.1.3 It is good practice to decide early which kind of body is most appropriate when setting up a new ALB (sources of guidance on setting up ALBs are in box A7.1B). Parliament is concerned that hiving off functions into an ALB should not diminish accountability. For that reason NMDs are rarely the right solution.

A7.1.4 It is important to remember that effective functional independence does not necessarily require a specific structure. Ministers can choose to stand back from the decisions made or opinions published by any ALB while maintaining financial control and oversight, eg ministers never interfere with HMRC's decisions on individual taxpayers' affairs.

A7.1.5 The next step is to develop a memorandum of understanding (or equivalent) setting out the relationship between the new ALB and its parent department. Advice on this is in annex 7.2. These should be periodically reviewed to keep abreast of experience and the changing context¹.

A7.1.6 Decisions on the form of any particular ALB must ultimately be for ministers. They will depend in part on perceptions of the function in question, and on the extent to which ministers think it right to take a day to day interest in its affairs. Generally, the closer the ALB's functions are to the centre of government, the more likely it is to be an agency; while NMD status is appropriate for organisations of some size carrying out professional functions. The form and structure of the NDPB is very flexible, suiting specific and technical functions.

¹ See the Cabinet Office *Guidance on Reviews of Non Departmental Public Bodies* which is available on the Cabinet Office website http://www.civilservice.gov.uk/wp-content/uploads/2011/09/triennial-reviews-guidance-2011_tcm6-38900.pdf

A7.1.7 When an ALB is planned, it is essential to consult both the Treasury and the Cabinet Office about its powers, status and funding².

Box A7.1A: comparison of the three main kinds of ALB in central government

Feature	agency	non-departmental public body (NDPB)	non-ministerial department (NMD)
Status	Part of a department	Independent organisation. May be a company and/ or a charity	Department in its own right
Crown body	Yes	Not usually	Yes
Established by	Administrative action (usually quick and easy)	Usually bespoke primary legislation (may take time).	Administrative action, often supplemented by primary legislation (if needed, may take time)
Governance	CEO supported by a board	Independent board led by non-executive Chair	Permanent Secretary supported by a board
Ministerial accountability	A minister in the parent department makes key decisions on the agency's affairs	A minister in the sponsor department decides key matters, eg whether to adjust functions, whether to wind up or replace	Rarely needed, but when necessary, a minister in the parent department decides
Parent department	Has direct control	Subject to formally agreed memorandum, may be light touch	Remote
Funding	Estimates and/or fee income	Grant(s) from department(s), and / or income from fees or levies	Estimates and/or fee income
Employees	Civil servants	Not usually civil servants	Civil servants
Accounts etc	Publishes plans and accounts as part of parent department's central accounts	Publishes own plans and accounts; also consolidated into sponsor department's accounts	Publishes own plans and accounts
Parliamentary	CEO is Agency Accounting Officer, oversight by departmental PAO	CEO is normally the Accounting Officer, oversight by departmental PAO	Permanent Secretary is Accounting Officer, sponsor department's PAO could step in if required

A7.1.8 It is worth remembering that the three kinds of ALB in box A7.1A are only the most common. Others are possible. Cabinet Office guidance on the categories of Public Bodies³

² See for example: Executive Agencies: A guide for Departments and Public Bodies: A Guide for Departments - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/80076/exec_agencies_guidance_oct06_0.pdf

explains in more detail. They include public corporations and various kinds of cooperative arrangements with the private or voluntary sector, some fairly loose. And there is scope to establish one-off arrangements for special bodies where circumstances demand something different. Special structures must of course be evaluated carefully, on the strength of a comparative business case, to make sure that they will deliver value for money to the public purse.

A7.1.9 Whatever the legal status of an ALB, its sponsor department should have a mechanism for asserting an appropriate degree of control over it, especially in financial matters and in relation to issues of ethics in the use of public funds. In general, the greater the extent of public funding, the greater the degree of control called for.

A7.1.10 If legislation is required to set up an ALB, it is important to observe the new services rules (Section 2.6). Strictly this means that royal assent is required before resources can be committed to getting the organisation on its feet. In some urgent cases it may be possible to make a claim on the Reserve to make an earlier start, but even so only after second reading in the Commons to an uncontroversial bill and with safeguards to allow commitments to be unwound if the bill does not pass.

A7.1.11 Whatever the approach taken to setting up the new organisation, it is often desirable to operate a period of shadow running before it starts in earnest. And do be aware that the process of preparation can take time – eg often a couple of years or more for an NDPB.

Box A7.1B: sources of guidance

Guide to the Establishment and Operation of Trading Funds

http://webarchive.nationalarchives.gov.uk/20130129110402/http://www.hm-treasury.gov.uk/psr_reporting_centralgovernment.htm

Making and Managing Public Appointments

<http://publicappointmentscommissioner.independent.gov.uk/publications/guidance/>

Corporate Governance in Central Government Departments: Code of Good Practice includes references to NDPBs and Agencies

<https://www.gov.uk/government/publications/corporate-governance-code-for-central-government-departments>

Financial Reporting Manual – includes guidance for NDPBs and Agencies, including form of Annual Reports

<https://www.gov.uk/government/publications/government-financial-reporting-manual>

Consolidated Budgeting Guidance – includes guidance in relation to NDPBs and public corporations

<https://www.gov.uk/government/publications/consolidated-budgeting-guidance>

Reforming ALBs

A7.1.12 Valuable as they can be, proliferation of ALBs is not good practice. It adds to administrative costs generally and can fragment accountability. So it can be necessary or desirable to wind up or merge ALBs in the light of experience.

³ Categories of Public Bodies: A Guide for Departments and is available on the Cabinet Office website https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/80075/Categories_of_public_bodies_Dec12.pdf

A7.1.13 The process of decision making is similar to that for setting up a new ALB if there is to be a successor organisation. It is good practice to decide on a suitable shape for the new organisation and then plan legislation, if necessary, to achieve it.

A7.1.14 The predecessor organisation(s) must be wound up in an orderly fashion, with final accounts to close its affairs (including a comprehensive list of assets and liabilities). If a closing organisation has no staff by the time the final accounts are drawn up, it is usual for the accounting officer of the successor organisation, if there is one, to take responsibility for signing them off. If this is not possible, for example if there is no successor, the PAO of the parent department should sign them off.

A7.1.15 When staff are to be migrated into a new organisation, it is important to respect their statutory employment rights. Planning for this should form a key part of the transition preparations. Mistakes can be costly.

A7.2

Annex 7.2 Drawing up framework documents

Departments need arrangements to monitor and understand their arms-length bodies' strategy, performance and delivery, usually built around a framework document. This annex offers an outline of how this can be drawn up, with a possible specimen, though this is not the only way in which a framework document can be drafted.

A7.2.1 This annex contains an outline menu of terms suitable for inclusion in the framework document for agencies, non-departmental public bodies (NDPBs) and other arms-length bodies (ALBs) controlled by departments. Each body will need a bespoke specification suited to its specific structure and responsibilities. The document should focus clearly on its relationship with the sponsor department, and with any other departments with interest(s) in the ALB's business.

A7.2.2 The outline below could be adapted or used as a basis for framework documents for any ALB. Some aspects must be tailored accordingly, in particular corporate governance and the roles of the chair, board and CEO are likely to be different for, e.g. executive agencies and NDPBs. Those drawing up framework documents are not bound to follow the specimen, which is offered by way of illustration. The paragraph numbering in the specimen framework document follows that of the outline menu.

FRAMEWORK DOCUMENT FOR AN ALB: outline menu

Purpose of the ALB

- 1.** Statement of:
 - any statutory (and/or other) duties
 - strategic aims
 - any mission statement or equivalent.

Governance and accountability

- 2.** Statement of any legal origin(s) of its powers and duties.
- 3.** Statement of aims set by the sponsor department's minister and any other ministers.
- 4.** Statement of which minister will account for the ALB's business in parliament.
- 5.** Statement of the responsibilities of the accounting officer in the sponsor department, especially:
 - regular monitoring and general oversight over the ALB's business
 - accounting for any disbursements of grant to the ALB
 - sponsorship of its aims in central government
 - relationship with any other department(s) with an interest in the ALB's business.

6. Statement of the responsibilities of the organisation's accounting officer (usually the chief executive) to account to:

- parliament
- the sponsor department
- the ALB's board
- other stakeholders.

7. Statement of the responsibilities of the ALB's:

- board
- chairman
- individual board members.

8. Specification of the essential publications of the ALB, including

- annual report and accounts, including its governance statement
- any statutory reports
- any bespoke requirements, eg related to its business sector.

9. Statement of internal audit arrangements, including access by sponsor department's internal audit service.

10. Statement of external audit arrangements, including:

- the auditor (usually the C&AG)
- the accounts direction (issued by the Secretary of State with the concurrence of the Treasury)
- value for money audits by the C&AG.

Management and financial responsibilities

11. Statement that the ALB should follow the standards, rules, guidance and advice in *Managing Public Money*, referring any difficulties or potential bids for exceptions to its sponsor department in the first instance. Specification of any standard exceptions to or elaborations of this general requirement.

12. Details of corporate governance arrangements.

13. Details of risk management procedures and arrangements.

14. Requirements for developing and revising the corporate plan, with the expected frequency, and arrangements for clearance with the sponsor department.

15. Details of budgeting procedures.

16. Details of the terms and conditions of payment of the grant-in-aid and any ring-fenced grants made by the sponsor or other departments.

- 17.** Details of reporting to the sponsor department, with the expected frequency, including:
- the ALB's main activities;
 - its financial performance;
 - its expenditure against its budget boundary;
 - other monitoring information;
 - working level liaison arrangements.
- 18.** Specification of the activities of, and changes within, the body which require clearance from the sponsor department, including delegated limits for new activities and capital projects.
- 19.** Staff.
- 20.** Arrangements for reviews of the ALB'S status.
- 21.** Procedures for winding up.

Appendix to Annex 7.2

FRAMEWORK DOCUMENT: specimen

This framework document has been drawn up by [the department] in consultation with [the named ALB]. This document sets out the broad framework within which the [named body] will operate. The document does not convey any legal powers or responsibilities. It is signed and dated by [the department] and [the ALB]. Copies of the document and any subsequent amendments have been placed in the Libraries of both Houses of Parliament and made available to members of the public on the ALB website.

Purpose of the [named ALB]

1.1 Under the [Name] Act, the [name of ALB] has been set up in order to support the strategic aims and business plan of the [sponsor] department(s). Its main aim is to [...].

1.2 Its statutory duties are to:

- [short summary of overarching statutory duties]

1.3 The [ALB's] strategic aims are to:

- [explain big picture aims] Aim 1
- Aim 2

1.4 Its mission statement (if any) is:

Governance and accountability

2 [ALB's] legal origins of powers and duties

2.1 The [ALB's] powers and duties stem from sections [?] and [Schedule?] of the [establishing legislation, include both primary and secondary legislation, as necessary].

3 Overall aims

3.1 The Secretary of State/responsible Minister(s) has agreed that, subject to 1.3, the aims of [the ALB] should be as follows:

- i)
- ii)
- iii)

4 Ministerial responsibility

4.1 The [name or office of the responsible and successor minister] will account for business in Parliament.

5 Sponsor department's accounting officer's specific accountabilities and responsibilities as Principal Accounting Officer (PAO)

5.1 The Principal Accounting Officer (PAO) of [sponsor department] has designated the chief executive as [the ALB's] accounting officer. (The respective responsibilities of the PAO and accounting officers for ALBs are set out in Chapter 3 of *Managing Public Money* which is sent separately to the accounting officer on appointment.)

5.2 The PAO is accountable to parliament for the issue of any grant-in-aid to [the ALB]. The PAO is also responsible for advising the responsible minister:

- on an appropriate framework of objectives and targets for [the ALB] in the light of the department's wider strategic aims and priorities;
- on an appropriate budget for the ALB in the light of the sponsor department's overall public expenditure priorities; and
- how well the ALB is achieving its strategic objectives and whether it is delivering value for money.

5.3 The PAO is also responsible for ensuring arrangements are in place in order to:

- monitor the ALB's activities;
- address significant problems in the ALB, making such interventions as are judged necessary;
- periodically carry out an assessment of the risks both to the department and the ALB's objectives and activities;
- inform the ALB of relevant government policy in a timely manner; and
- bring concerns about the activities of the ALB to the full (ALB) board ,and, as appropriate to the departmental board requiring explanations and assurances that appropriate action has been taken.

5.4 [Named team] in the department is the primary contact for the ALB. They are the main source of advice to the responsible minister on the discharge of his or her responsibilities in respect of the ALB. They also support the PAO on his or her responsibilities toward the ALB.

6 Responsibilities of the ALB's chief executive as accounting officer

General

6.1 The chief executive as accounting officer is personally responsible for safeguarding the public funds for which he or she has charge; for ensuring propriety, regularity, value for money and feasibility in the handling of those public funds; and for the day-to-day operations and management of the [named ALB]. In addition, he or she should ensure that the [named ALB] as a whole is run on the basis of the standards, in terms of governance, decision-making and financial management that are set out in Box 3.1 of Managing Public Money.

Responsibilities for accounting to parliament

6.2 The accountabilities include:

- signing the accounts and ensuring that proper records are kept relating to the accounts and that the accounts are properly prepared and presented in accordance with any directions issued by the Secretary of State;
- preparing and signing a Governance Statement covering corporate governance, risk management and oversight of any local responsibilities, for inclusion in the annual report and accounts;
- ensuring that effective procedures for handling complaints about the ALB are established and made widely known within the ALB;

- acting in accordance with the terms of this document, *Managing Public Money* and other instructions and guidance issued from time to time by the Department, the Treasury and the Cabinet Office;
- giving evidence, normally with the PAO, when summoned before the PAC on the ALB's stewardship of public funds.

Responsibilities to the [named sponsor department]

6.3 Particular responsibilities to [named sponsor department] include:

- establishing, in agreement with the department, the [named ALB's] corporate and business plans in the light of the department's wider strategic aims and agreed priorities;
- informing the department of progress in helping to achieve the department's policy objectives and in demonstrating how resources are being used to achieve those objectives; and
- ensuring that timely forecasts and monitoring information on performance and finance are provided to the department; that the department is notified promptly if over or under spends are likely and that corrective action is taken; and that any significant problems whether financial or otherwise, and whether detected by internal audit or by other means, are notified to the department in a timely fashion.

Responsibilities to the board

6.4 The chief executive is responsible for:

- advising the board on the discharge of the [ALB Board's] responsibilities as set out in this document, in the founding legislation and in any other relevant instructions and guidance that may be issued from time to time;
- advising the board on the [named ALB's] performance compared with its aim[s] and objectives;
- ensuring that financial considerations are taken fully into account by the Board at all stages in reaching and executing its decisions, and that financial appraisal techniques are followed;
- taking action as set out in paragraph 3.8.6 of *Managing Public Money* if the board, or its chairman, is contemplating a course of action involving a transaction which the chief executive considers would infringe the requirements of propriety or regularity or does not represent prudent or economical administration, efficiency or effectiveness, is of questionable feasibility, or is unethical.

The [named ALB's] Board

7.1 The board should ensure that effective arrangements are in place to provide assurance on risk management, governance and internal control. The board must [set up an Audit Committee chaired by an independent non-executive member to provide independent advice/ensure that the department's Audit Committee provides assurance on risk]. The board is expected to assure itself of the effectiveness of the internal control and risk management systems.

7.2 The board is specifically responsible for:

- establishing and taking forward the strategic aims and objectives of the ALB consistent with its overall strategic direction and within the policy and resources framework determined by the Secretary of State;
- ensuring that the responsible minister is kept informed of any changes which are likely to impact on the strategic direction of the [named ALB Board] or on the attainability of its targets, and determining the steps needed to deal with such changes;
- ensuring that any statutory or administrative requirements for the use of public funds are complied with; that the board operates within the limits of its statutory authority and any delegated authority agreed with the sponsor department, and in accordance with any other conditions relating to the use of public funds; and that, in reaching decisions, the Board takes into account guidance issued by the sponsor department;
- ensuring that the board receives and reviews regular financial information concerning the management of the [named ALB]; is informed in a timely manner about any concerns about the activities of the [named ALB]; and provides positive assurance to the department that appropriate action has been taken on such concerns;
- demonstrating high standards of corporate governance at all times, including by using the independent audit committee to help the Board to address key financial and other risks;
- [unless the establishing legislation provides for other arrangements] appoint [with the responsible minister's approval] a chief executive and, in consultation with the department, set performance objectives and remuneration terms linked to these objectives for the chief executive which give due weight to the proper management and use and utilization of public resources. [Set out the arrangements in legislation if different from this.]

The chairman's personal responsibilities

7.3 The chairman is responsible to the named minister. Communications between the [named ALB's] board and the responsible minister should normally be through the chairman. He or she is responsible for ensuring that policies and actions support the responsible minister's [and where relevant other ministers'] wider strategic policies and that its affairs are conducted with probity. Where appropriate, these policies and actions should be clearly communicated and disseminated throughout the ALB.

7.4 In addition, the Chairman has the following leadership responsibilities:

- formulating the board's strategy;
- ensuring that the board, in reaching decisions, takes proper account of guidance provided by the responsible minister or the department;
- promoting the efficient and effective use of staff and other resources;
- delivering high standards of regularity and propriety; and
- representing the views of the board to the general public.

7.5 The chairman also has an obligation to ensure that:

- the work of the board and its members are reviewed and are working effectively;
- the board has a balance of skills appropriate to directing the [named ALB's] business, as set out in the Government Code of Good Practice for Corporate Governance;
- board members are fully briefed on terms of appointment, duties, rights and responsibilities;
- he or she, together with the other board members, receives appropriate training on financial management and reporting requirements and on any differences that may exist between private and public sector practice;
- the responsible minister is advised of [named ALB's] needs when board vacancies arise;
- he or she assesses the performance of individual board members when being considered for re-appointment;
- there is a Board Operating Framework in place setting out the role and responsibilities of the Board consistent with the Government Code of Good Practice for Corporate Governance
- there is a code of practice for board members in place, consistent with the Cabinet Office *Code of Conduct for Board Members of Public Bodies*.

Individual board members' responsibilities

7.6 Individual board members should:

- comply at all times with the *Code of Conduct for Board Members of Public Bodies* and with the rules relating to the use of public funds and to conflicts of interest;
- not misuse information gained in the course of their public service for personal gain or for political profit, nor seek to use the opportunity of public service to promote their private interests or those of connected persons or organisations;
- comply with the board's rules on the acceptance of gifts and hospitality, and of business appointments;
- act in good faith and in the best interests of the [named ALB].

8 Annual report and accounts

8.1 The [ALB Board] must publish an annual report of its activities together with its audited accounts after the end of each financial year. The [named ALB] shall provide the department its finalised (audited) accounts by [date] each year in order for the accounts to be consolidated within the [named department's].

8.2 The annual report must:

- cover any corporate, subsidiary or joint ventures under its control;
- comply with the Treasury's *Financial Reporting Manual* (FreM);

- outline main activities and performance during the previous financial year and set out in summary form forward plans.

8.3 Information on performance against key financial targets is within the scope of the audit and should be included in the notes to the accounts. The report and accounts shall be laid in parliament and made available on the [named ALB's] website, in accordance with the guidance in the FReM. A draft of the report should be submitted to the department [two weeks] before the proposed publication date. The accounts should be prepared in accordance with the relevant statutes and specific accounts direction issued by the department as well as the FReM.

9 Internal audit

9.1 [Named ALB] shall:

- [establish and maintain arrangements for internal audit in accordance with the *Treasury's Public Sector Internal Audit Standards* (PSIAS) (<https://www.gov.uk/government/publications/public-sector-internal-audit-standards>)]/ ensure that the sponsor department's internal audit team have complete access to all relevant records] [delete as appropriate]
- [in the event that the body has its own internal audit service] ensure the sponsor department is satisfied with the competence and qualifications of the Head of Internal Audit and the requirements for approving appointments in accordance with PSIAS;
- [set up an audit committee of its board in accordance with the Code of Good Practice for Corporate Governance and the *Audit and Risk Assurance Committee Handbook*, or be represented on the [named] sponsor department's Audit Committee];
- forward the audit strategy, periodic audit plans and annual audit report, including the [named ALB] Head of Internal Audit opinion on risk management, control and governance as soon as possible to the sponsor department; and
- keep records of, and prepare and forward to the department an annual report on fraud and theft suffered by the [named ALB] and notify the sponsor department of any unusual or major incidents as soon as possible.

9.2 The internal audit service has a right of access to all documents, including where the service is contracted out.

10 External audit

10.1 [The Comptroller & Auditor General (C&AG) audits the [named ALB's] annual accounts and lays them before parliament, together with his report/ The C&AG passes the audited accounts to the Secretary of State who will lay the accounts together with the C&AG's report before parliament.] [Delete as applicable.]

In the event that the [named ALB] has set up and controls subsidiary companies, the [named ALB] will [in the light of the provisions in the Companies Act 2006] ensure that the C&AG is appointed auditor of those company subsidiaries that it controls and/or whose accounts are consolidated within its own accounts. The [ALB] shall discuss with the sponsor department the procedures for appointing the C&AG as auditor of the companies.]

10.2 The C&AG:

- will consult the department and the ALB on whom – the NAO or a commercial auditor – shall undertake the audit(s) on his behalf, though the final decision rests with the C&AG;
- has a statutory right of access to relevant documents, including by virtue of section 25(8) of the Government Resources and Accounts Act 2000, held by another party in receipt of payments or grants from the [ALB];
- will share with the sponsor department information identified during the audit process and the audit report (together with any other outputs) at the end of the audit, in particular on issues impacting on the Department's responsibilities in relation to financial systems within the [named ALB];
- will, where asked, provide departments and other relevant bodies with Regulatory Compliance Reports and other similar reports which departments may request at the commencement of the audit and which are compatible with the independent auditor's role.

10.3 The C&AG may carry out examinations into the economy, efficiency and effectiveness with which the ALB has used its resources in discharging its functions. For the purpose of these examinations the C&AG has statutory access to documents as provided for under section 8 of the National Audit Act 1983. In addition, the ALB shall provide, in conditions to grants and contracts, for the C&AG to exercise such access to documents held by grant recipients and contractors and sub-contractors as may be required for these examinations; and shall use its best endeavours to secure access for the C&AG to any other documents required by the C&AG which are held by other bodies.

Right of access

10.4 The department has the right of access to all ALB records and personnel for any purpose including, for example, sponsorship audits and operational investigations.

Management and financial responsibilities

II *Managing Public Money* and other government-wide corporate guidance and instructions

II.1 Unless agreed by the department and, as necessary, HM Treasury, [Named ALB] shall follow the principles, rules, guidance and advice in *Managing Public Money*, referring any difficulties or potential bids for exceptions to [named team] in [department] in the first instance. A list of guidance and instructions with which the ALB should comply is in Appendix [?].

II.2 Once the budget has been approved by the sponsor department [and subject to any restrictions imposed by statute][the responsible minister's instructions][this document], the ALB shall have authority to incur expenditure approved in the budget without further reference to the sponsor department, on the following conditions:

- the ALB shall comply with the delegations set out in Appendix 2. These delegations shall not be altered without the prior agreement of the sponsor department;

- the ALB shall comply with *Managing Public Money* regarding novel, contentious or repercussive proposals;
- inclusion of any planned and approved expenditure in the budget shall not remove the need to seek formal departmental approval where any proposed expenditure is outside the delegated limits or is for new schemes not previously agreed;
- the ALB shall provide the sponsor department with such information about its operations, performance individual projects or other expenditure as the sponsor department may reasonably require.

12 Corporate governance

Board appointments - the chairman and board members

12.1 The ALB chairman and board members are appointed for a period of [three] years by the responsible minister. Such appointments will comply with the Commissioner for Public Appointments *Code of Practice for Ministerial Appointments to Public Bodies*.

Board appointments – the chief executive

12.2 [The chief executive is appointed by the responsible minister in consultation with [with the agreement of] the chairman./The chief executive is appointed by the ALB’s Board, consulting the responsible minister and PAO, as required.] [Delete as necessary]

Composition of the board

12.3 In line with the government’s *Code of good Practice* (<https://www.gov.uk/government/publications/corporate-governance-code-for-central-government-departments>), the Board will consist of a chairman, together with [number] of executive members that have a balance of skills and experience appropriate to directing the ALB’s business. For [named ALB] there should be members who have experience of [add/delete as necessary or appropriate] its business, operational delivery, corporate services such as HR, IS, technology, property asset management, estate management, communications and performance management. The board should include [number] of independent non-executive members to ensure that executive members are supported and constructively challenged in their role.

13 Risk management

13.1 The [named ALB] shall ensure that the risks that it faces are dealt with in an appropriate manner, in accordance with relevant aspects of best practice in corporate governance, and develop a risk management strategy, in accordance with the Treasury guidance *Management of Risk: Principles and Concepts* (http://www.hm-treasury.gov.uk/orange_book.htm). It should adopt and implement policies and practices to safeguard itself against fraud and theft, in line with the Treasury’s guidance on tackling fraud (http://webarchive.nationalarchives.gov.uk/20130129110402/http://www.hm-treasury.gov.uk/d/managing_the_risk_fraud_guide_for_managers.pdf.pdf). It should also take all reasonable steps to appraise the financial standing of any firm or other body with which it intends to enter into a contract or to give grant or grant-in-aid.

14 Corporate and business plans

14.1 [By date] the [named ALB] shall submit annually to the sponsor department a draft of the corporate plan covering [three] years ahead. The draft should be submitted by [date]. The

ALB shall agree with the department the issues to be addressed in the plan and the timetable for its preparation. The plan shall reflect the ALB's statutory and/or other duties and, within those duties, the priorities set from time to time by the responsible minister (including decisions taken on policy and resources in the light of wider public expenditure decisions). The plan shall demonstrate how the ALB contributes to the achievement of the department's priorities.

14.2 The first year of the corporate plan, amplified as necessary, shall form the business plan. The business plan shall be updated to include key targets and milestones for the year immediately ahead and shall be linked to budgeting information so that resources allocated to achieve specific objectives can readily be identified by the department. Subject to any commercial considerations, [a digest of] the corporate and business plans should be published by the ALB on its website and separately be made available to staff.

14.3 The following key matters should be included in the plans:

- key objectives and associated key performance targets for the forward years, and the strategy for achieving those objectives;
- key non-financial performance targets;
- a review of performance in the preceding financial year, together with comparable outturns for the previous [2-5] years, and an estimate of performance in the current year;
- alternative scenarios and an assessment of the risk factors that may significantly affect the execution of the plan but that cannot be accurately forecast; and
- other matters as agreed between the department and the ALB.

15 Budgeting procedures

15.1 Each year, in the light of decisions by the department on the updated draft corporate plan, the department will send to the ALB [by date]:

- a formal statement of the annual budgetary provision allocated by the department in the light of competing priorities across the department and of any forecast income approved by the department; and
- a statement of any planned change in policies affecting the ALB.

15.2 The approved annual business plan will take account both of approved funding provision [where this applies] and any forecast receipts, and will include a budget of estimated payments and receipts together with a profile of expected expenditure and of draw-down of any departmental funding and/or other income over the year. These elements form part of the approved business plan for the year in question.

16 Grant-in-aid and any ring-fenced grants

16.1 Any grant-in-aid provided by the department for the year in question will be voted in the department's Supply Estimate and be subject to Parliamentary control.

16.2 The grant-in-aid will normally be paid in monthly instalments on the basis of written applications showing evidence of need. The [named ALB] will comply with the general principle, that there is no payment in advance of need. Cash balances accumulated during the course of the year from grant-in-aid or other Exchequer funds shall be kept to a minimum level consistent with the efficient operation of the ALB. Grant-in-aid not drawn down by the end of the

financial year shall lapse. Subject to approval by parliament of the relevant Estimates provision, where grant-in-aid is delayed to avoid excess cash balances at the year-end, the department will make available in the next financial year any such grant-in-aid that is required to meet any liabilities at the year end, such as creditors.

16.3 [In the event that the department provides the ALB separate grants for specific (ring-fenced) purposes, it would issue the grant as and when the ALB needed it on the basis of a written request. The ALB would provide evidence that the grant was used for the purposes authorised by the department. The ALB shall not have uncommitted grant funds in hand, nor carry grant funds over to another financial year.]

17 Reporting performance to the department

17.1 The ALB shall operate management, information and accounting systems that enable it to review in a timely and effective manner its financial and non-financial performance against the budgets and targets set out in the corporate and business plans. The ALB shall inform the sponsor department of any changes that make achievement of objectives more or less difficult. It shall report financial and non-financial performance, including performance in helping to deliver ministers' policies, and the achievement of key objectives regularly [specify]. The ALB's performance shall be formally reviewed by the department twice a year. The responsible minister will meet the [board][chairman][chief executive] once a year.

Providing monitoring information to the department

17.2 As a minimum, the ALB shall provide the department with information monthly that will enable the department satisfactorily to monitor:

- the ALB's cash management;
- its draw-down of grant-in-aid;
- forecast outturn by resource headings;
- other data required for the Online System for Central Accounting and Reporting (OSCAR).

ALB/Department working level liaison arrangements

17.3 Officials of [named] team in the sponsor department will liaise regularly with ALB officials to review financial performance against plans, achievement against targets and expenditure against its DEL and AME allocations. The [team] will also take the opportunity to explain wider policy developments that might have an impact on the ALB.

18 Delegated authorities

18.1 The ALB's delegated authorities are set out in [appendix 2]. The ALB shall obtain the department's prior written approval before:

- entering into any undertaking to incur any expenditure that falls outside the delegations or which is not provided for in the ALB's annual budget as approved by the department;
- incurring expenditure for any purpose that is or might be considered novel or contentious, or which has or could have significant future cost implications;

- making any significant change in the scale of operation or funding of any initiative or particular scheme previously approved by the department;
- making any change of policy or practice which has wider financial implications that might prove repercussive or which might significantly affect the future level of resources required; or
- carrying out policies that go against the principles, rules, guidance and advice in *Managing Public Money*.

19 [ALBs that employ their own staff] **Staff**

Broad responsibilities for staff

19.1 Within the arrangements approved by the responsible minister [and the Treasury] the ALB will have responsibility for the recruitment, retention and motivation of its staff. The broad responsibilities toward its staff are to ensure that:

- the rules for recruitment and management of staff create an inclusive culture in which diversity is fully valued; appointment and advancement is based on merit: there is no discrimination on grounds of gender, marital status, sexual orientation, race, colour, ethnic or national origin, religion, disability, community background or age;
- the level and structure of its staffing, including grading and staff numbers, are appropriate to its functions and the requirements of economy, efficiency and effectiveness;
- the performance of its staff at all levels is satisfactorily appraised and the ALB performance measurement systems are reviewed from time to time;
- its staff are encouraged to acquire the appropriate professional, management and other expertise necessary to achieve the ALB's objectives;
- proper consultation with staff takes place on key issues affecting them;
- adequate grievance and disciplinary procedures are in place;
- whistle-blowing procedures consistent with the Public Interest Disclosure Act are in place;
- [a code of conduct for staff is in place based on the Cabinet Office's *Model Code for Staff of Executive Non-departmental Public Bodies* https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/80082/PublicBodiesGuide2006_5_public_body_staffv2_0.pdf .]

Staff costs

19.2 Subject to its delegated authorities, the ALB shall ensure that the creation of any additional posts does not incur forward commitments that will exceed its ability to pay for them.

Pay and conditions of service

19.3 [NB the department should have regard to chapter 5 of the Cabinet Office's *Public Bodies: A Guide for Departments* that provides guidance on staff issues in public bodies (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/80082/PublicBodiesGuide2006_5_public_body_staffv2_0.pdf.)] The ALB's staff are subject to levels of

remuneration and terms and conditions of service (including pensions) within the general pay structure approved by the sponsor department [and the Treasury]. The ALB has no delegated power to amend these terms and conditions.

19.4 If civil service terms and conditions of service apply to the rates of pay and non-pay allowances paid to the staff and to any other party entitled to payment in respect of travel expenses or other allowances, payment shall be made in accordance with the *Civil Service Management Code* (<https://www.gov.uk/government/publications/civil-servants-terms-and-conditions>) except where prior approval has been given by the department to vary such rates.

19.5 Staff terms and conditions should be set out in an Employee Handbook, which should be provided to the department together with subsequent amendments.

19.6 The ALB shall operate [a performance-related pay scheme that shall form part of the annual aggregate pay budget approved by the department or the general pay structure approved by the department and the Treasury whichever is applicable].

19.7 The travel expenses of board members shall be tied to the rates allowed to senior staff of the ALB or departmental rates [whichever is applicable]. Reasonable actual costs shall be reimbursed.

19.8 The ALB shall comply with the EU Directive on contract workers – the Fixed-Term Employees (Prevention of Less Favourable Treatment) Regulations.

Pensions, redundancy and compensation

19.9 ALB staff shall normally be eligible for a pension provided by [its own scheme][state second pension][PCSPS][LGPS][other]. Staff may opt out of the occupational pension scheme provided by the ALB, but that employers' contribution to any personal pension arrangement, including stakeholder pension shall normally be limited to the national insurance rebate level. [Note that there is an exception for ALBs covered by the PCSPS partnership arrangement, and for PCSPS by-analogy versions.]

19.10 Any proposal by the ALB to move from the existing pension arrangements, or to pay any redundancy or compensation for loss of office, requires the prior approval of the department. Proposals on severance must comply with the rules in chapter 4 of Managing Public Money.

20 Review of ALB's status (and winding-up arrangements)

20.1 The ALB will be reviewed every [3] years. The date of the next review will be in 20[?].

21 Arrangements in the event that the ALB is wound up

21.1 The sponsor department shall put in place arrangements to ensure the orderly winding up of the ALB. In particular it should ensure that the assets and liabilities of the ALB are passed to any successor organisation and accounted for properly. (In the event that there is no successor organisation, the assets and liabilities should revert to the sponsor department.) To this end, the department shall:

- ensure that procedures are in place in the ALB to gain independent assurance on key transactions, financial commitments, cash flows and other information needed to handle the wind-up effectively and to maintain the momentum of work inherited by any residuary body;

- specify the basis for the valuation and accounting treatment of the ALB’s assets and liabilities;
- ensure that arrangements are in place to prepare closing accounts and pass to the C&AG for external audit, and that, for non-Crown bodies funds are in place to pay for such audits. It shall be for the C&AG to lay the final accounts in Parliament, together with his report on the accounts;
- arrange for the most appropriate person to sign the closing accounts. In the event that another ALB takes on the role, responsibilities, assets and liabilities, the succeeding ALB AO should sign the closing accounts. In the event that the department inherits the role, responsibilities, assets and liabilities, the sponsor department’s AO should sign.

2I.2 The ALB shall provide the department with full details of all agreements where the ALB or its successors have a right to share in the financial gains of developers. It should also pass to the department details of any other forms of claw-back due to the ALB.

LIST OF APPENDICES TO THE SPECIMEN DOCUMENT

Appendix 1 - List of delegated authorities (not attached)

Appendix 2 - List of government-wide corporate guidance instructions (attached)

Signed..... Signed.....

Date..... Date.....

(On behalf of the department)

(On behalf of the ALB)

APPENDIX 2 TO SPECIMEN DOCUMENT

Compliance with government-wide corporate guidance and instructions [NB to check/update references.]

The Body shall comply with the following general guidance documents and instructions:

- this document;
- Appropriate adaptations of sections of *Corporate Governance in Central Government Departments: Code of Good Practice*
<https://www.gov.uk/government/publications/corporate-governance-code-for-central-government-departments> ;
- *Code of Conduct for Board Members of Public Bodies*
http://www.civilservice.gov.uk/wp-content/uploads/2011/09/code-of-conduct_tcm6-38901.pdf
- *Code of Practice for Ministerial Appointments to Public Bodies*
<http://publicappointmentscommissioner.independent.gov.uk/wp-content/uploads/2012/02/Code-of-Practice-2012.pdf>
- *Managing Public Money* (MPM);
- Public Sector Internal Audit Standards,
<https://www.gov.uk/government/publications/public-sector-internal-audit-standards>;
- Management of Risk: Principles and Concepts: ;
<https://www.gov.uk/government/publications/orange-book>
- HM Treasury Guidance on Tackling Fraud,
http://webarchive.nationalarchives.gov.uk/20130129110402/http://www.hm-treasury.gov.uk/d/managing_the_risk_fraud_guide_for_managers.pdf ;
- Government Financial Reporting Manual (FReM),
<https://www.gov.uk/government/publications/government-financial-reporting-manual>;
- Fees and Charges Guide, Chapter 6 of *Managing Public Money*;
- Departmental Banking: A Manual for Government Departments, annex 5.6 of *Managing Public Money*;
- relevant Dear Accounting Officer letters
<https://www.gov.uk/government/collections/dao-letters> ;
- Regularity, Propriety and Value for Money,
http://webarchive.nationalarchives.gov.uk/20130129110402/http://www.hm-treasury.gov.uk/psr_governance_valueformoney.htm;
- The Parliamentary and Health Service Ombudsman's Principles of Good Administration <http://www.ombudsman.org.uk/improving-public-service/ombudsmansprinciples> ;
- Consolidation Officer Memorandum, and relevant DCO letters;

A7.2 Drawing up framework documents

- relevant Freedom of Information Act guidance and instructions (Ministry of Justice);
- [Model Code for Staff of Executive Non-departmental Public Bodies (Cabinet Office) https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/80082/PublicBodiesGuide2006_5_public_body_staffv2_0.pdf];
- other relevant guidance and instructions issued by the Treasury in respect of Whole of Government Accounts;
- other relevant instructions and guidance issued by the central Departments;
- specific instructions and guidance issued by the sponsor Department;
- recommendations made by the Public Accounts Committee, or by other Parliamentary authority, that have been accepted by the Government and relevant to the ALB.

A7.3

Annex 7.3 Trading funds

This annex discusses how sponsor departments should assess proposals for trading fund status, control and monitor their trading funds, and deal with public dividend capital (PDC).

Proposals for trading fund status

A7.3.1 Bodies seeking trading fund status will usually need two years or so to get their proposals agreed. They will need to demonstrate that their income will largely sustain their operations and that they have the capacity to control and manage their business effectively. It is usual to establish a trading fund¹ to begin on 1 April with a trading year to coincide with the government's financial year, ending at end March. The key steps are set out in box A7.3A.

A7.3.2 Further guidance may be found in the Treasury's *Guide to the Establishment and Operation of Trading Funds*².

Public dividend capital

A7.3.3 Trading funds are normally established with deemed capital in the form of public dividend capital (PDC) though often no cash transaction takes place. PDC may include an allowance for working capital. Once established, the trading fund should pay a dividend on the PDC and to service any loan capital from the NLF.

A7.3.4 Under resource budgeting arrangements, sponsor departments score their trading funds' PDC as an asset. They also incur a cost of capital charge on the value of the net assets of bodies in which they have an investment, including trading funds. This charge is offset by the receipt of dividends on the PDC and interest on any loan capital. So if the trading fund is unable to pay a dividend, the sponsor department may need to find offsetting savings.

Monitoring and control

A7.3.5 Sponsor departments should monitor the performance of their trading funds, as any other part of their departments or ALBs. They should take an active part in assessing the (annual) corporate plans prepared by their trading funds, which should be agreed with the relevant departmental minister.

A7.3.6 The trading fund's corporate plan should be supplemented by a more detailed annual business plan against which the sponsor department should measure performance monthly. In some cases, the Shareholder Executive may act for or advise the sponsor department.

¹ Under the Government Trading Fund Act 1973

² http://webarchive.nationalarchives.gov.uk/20130129110402/http://www.hm-treasury.gov.uk/psr_reporting_centralgovernment.htm

A7.3.7 The Treasury takes a strategic role. It needs to be confident that the department has adequate procedures for monitoring and controlling its trading funds. It may take a more direct role if particular questions or problems arise.

Box A7.3A: main steps in processing applications for trading fund status

Any body proposing to become a trading fund should be part of a department or a department in its own right.

Sponsor departments should:

- consider whether the body really will get most of its income from trading;
- assess whether trading fund status will improve the body's efficiency and effectiveness in managing its activities;
- obtain the agreement of both departmental ministers and the Chief Secretary to the body's outline business case;
- prepare a detailed business case, including financial forecasts, financing arrangements (eg loans or PDC), valuation of specialised assets, and determination of financial targets;
- arrange independent assessment of the business case (perhaps by private sector consultants), including a fitness to trade review where goods or services are not currently charged for. The review will need to confirm that the systems are adequate to identify costs of goods or services provided, make necessary charges to customers, control debtors, manage incoming cash, and maintain adequate accounting and reporting systems;
- consult and advise customers, staff and other stakeholders about the proposal to establish a trading fund (the results of the consultation will eventually be laid before Parliament);
- consult the Treasury about:
 - the capitalisation of the trading fund, eg a cash injection, NLF loans or PDC
 - arrangements for monitoring the financial performance of the trading fund
 - financial targets
 - appointment of the Accounting Officer for the trading fund
 - the Framework Document
 - the draft Trading Fund order;
- seek final approval of both departmental ministers and the Chief Secretary;
- arrange the necessary Parliamentary debate.

The Treasury

- agrees the basic business case and capitalisation of the trading fund;
- issues a direction under the Government Trading Funds Act 1973 setting out how the assets and liabilities to be appropriated to the trading fund are to be valued;
- directs the trading fund to be guided by the FReM and by standard directions on its report and accounts.

A7.4

Annex 7.4 Using private finance

Some public services are delivered in partnership with private sector providers, using some carefully controlled private finance. Because the private sector contractor puts its own funds at risk, it can incentivise delivery of assets and services to time and cost, and can offer value for money where the benefits of risk transfer and private sector delivery offset the additional cost of private finance. Such deals are not appropriate for every project.

A7.4.1 Although the use of private finance in the delivery of public sector assets and services is one method of procurement, it is not suited to all types. Where it is used effectively it can offer a number of strengths in delivering public assets (see box A7.4A). These stem from:

- sharing risk in delivering public projects within a structure in which the private sector contractor puts its own capital at risk;
- payment to the private sector being structured in such a way as to ensure the private sector is incentivised to deliver the required services or obligations under the arrangement; and
- the private sector being incentivised to grow market share in the joint delivery of services, or to grow the value in the joint management of assets.

A7.4.2 Contracts using private finance may include the ongoing maintenance and operation of the asset and the delivery of associated services to outcome specifications set by the public sector. Generally they are long term arrangement between the parties.

Box A7.4A: strengths of using private finance to deliver public sector assets and services

- getting projects built to time and to budget
- improving whole-of-life risk allocation and management, creating disciplines and incentives on the private sector to manage risk effectively
- securing a greater focus on due diligence
- securing better integration of design, construction and operational skills
- securing a greater focus on growing market share or value of a joint asset or business

A7.4.3 Private finance does not suit every project. It should only be used after the rigorous scrutiny of all alternative procurement options, where:

- the use of private finance offers better value for money for the public sector compared with other forms of procurement. Annex 4.6 gives additional guidance on the value for money analysis that is required alongside the assurance and approval process;

- the structure of the project allows the public sector to define its needs after construction as service outputs that can be adequately contracted for in a way that ensures an effective and accountable delivery of long-term public services;
- the public sector partner is able to predict the nature and level of its long term service requirements with a reasonable degree of certainty.

A7.4.4 Conversely, private finance is not usually suitable for:

- individual projects too small to justify the transaction costs; or
- large innovative IT projects, or other services where it is not practical to specify the requirements sufficiently firmly in advance or over the long time-frame of the prospective contract life.

A7.4.5 The main procurement principles continue to apply when using private finance. It is important that the output to be achieved is clearly specified rather than the method to be used in carrying out the contract, so that the supplier can innovate and manage risk effectively. However, it is sensible to clarify key areas of design early on, to prevent false starts and later misunderstandings.

A7.4.6 Public sector organisations should not, however, use standard contracts automatically. They should be intelligent customers, providing incentives to stimulate enough competition to achieve good value in procurement costs. They should also be aware that their own reputations may be at risk when privately financed contracts are carried out. Where contracts include the ongoing maintenance and operation of assets, public sector organisations need to commit sufficient resource to effective long term contract management, including monitoring performance and managing any service variation requirements or other contract delivery issues over the project life.

A7.4.7 Once a major asset has been constructed, it may be possible for the private sector partner to refinance the project debt on more favourable terms than achieved at financial close. The contract should specify how the financial benefit of any refinancing should be shared with the public sector purchaser. The Treasury has produced a standard refinancing protocol to achieve this.

Glossary

Name	Definition
Accounting officer	A person appointed by the Treasury or designated by a department to be accountable for the operations of an organisation and the preparation of its accounts. The appointee is the head of a department or other organisation or the Chief Executive of a non-departmental public body (NDPB) or other arms-length-body. See chapter 3.
Accounts direction	A direction issued setting out the accounts which a body must prepare, and the form and content of those accounts.
Affirmative resolution	A parliamentary procedure exercising control over secondary legislation (ie, a Statutory Instrument in the form of an order or regulation). Parliament's positive approval is required before the instrument can take effect.
Annually Managed Expenditure, AME	Spending included in Total Managed Expenditure (TME), which does not fall within Departmental Expenditure Limits (DELs). Expenditure in AME is generally less predictable and controllable than expenditure in DEL.
Arm's length bodies, ALBs	Central government bodies that carry out discrete functions on behalf of departments, but which are controlled or owned by them. They include executive agencies, NDPBs and government-owned companies.
Capital spending	Spending on the purchase of assets (including buildings, equipment and land), above a certain threshold (set by the body concerned), which are expected to be used for a period of at least one year. Items valued below it are not counted as capital assets, even where they have a productive life of more than one year.
Central government bodies	Departments and departmental executive agencies, NDPBs, and NHS health authorities and boards. The Office for National Statistics determines which bodies are classified to central government.
Chief executive	Title for the head of an arm's length body, normally appointed as accounting officer.
Civil Service Code	A concise statement issued by the Cabinet Office setting out the framework within which all civil servants work, and the core values and standards they are expected to hold.
Clawback	The concept that where an asset financed by public money is sold, all or part of the proceeds of the sales should be returned to the Exchequer.
Commercial banks	Bodies other than the Government Banking Service which provide banking services, including private sector banks and building societies.
Committee of Public Accounts	A committee of the House of Commons which examines the accounting for, and the regularity and propriety of, government expenditure. It also examines the economy, efficiency and effectiveness, and feasibility of expenditure. Commonly known as the Public Accounts Committee (PAC).
Common law	One of the historical sources of law in the United Kingdom. Often used to distinguish judge-made case-law and longstanding legal principles from legislation which has been made by parliament.

Glossary

Comptroller and Auditor General, C&AG	The chief executive of the National Audit Office, appointed by the Crown, and an Officer of the House of Commons. As Comptroller, the C&AG's duties are to authorise the issue by the Treasury of public funds from the Consolidated Fund and the National Loans Fund to government departments and others: As Auditor General, the C&AG certifies the accounts of all government departments and some other public bodies, and carries out value-for-money examinations. See annex 1.1.
Concordat	A long-standing agreement between the Treasury and the Public Accounts Committee that continuing functions of government should be defined in specific statute. See annex 2.3.
Consolidated Fund, CF	The government's current account, operated by the Treasury, through which most government payments and receipts pass.
Consolidated Fund standing services	Payments for services which Parliament has decided by statute should be met directly from the Consolidated Fund, rather than financed annually by voted money.
Consolidated Fund extra receipt (CFER)	Income, or related cash, that passes through a department's accounts but may not be retained by the department and is surrendered to the Consolidated Fund.
Contingencies Fund	A government fund, controlled by the Treasury, which, subject to certain criteria, can provide repayable advances to finance urgent expenditure in anticipation of parliamentary approval of legislation or Estimates, or used to finance expenditure in advance of receipts. See annex 2.4.
Contingent liabilities	Potential liabilities that are uncertain but recognise that future expenditure may arise if certain conditions are met or certain events happen.
Corporate governance	The system and principles by which organisations are directed and controlled.
Cost of capital	The cost to the government of financing investment, ie the rate at which it borrows. This is included in the calculation when setting fees and charges and is calculated as a percentage of the net asset value.
Data Protection Act	Legislation (1998) which governs how organisations can use personal information which they hold.
Delegated authority	A standing authorisation by the Treasury under which a body may commit resources or incur expenditure from money voted by Parliament without specific prior approval from the Treasury. Delegated authorities may also authorise commitments to spend (including the acceptance of contingent liabilities) and to deal with special transactions (such as write-offs) without prior approval.
Depreciation	A measure of the wearing out, consumption or other reduction in the useful life of a fixed asset whether arising from use, passage of time or obsolescence through technological or market changes.
Derivative	A financial instrument derived from another, usually sold singly or in packages to promote hedging, eg, interest rate and exchange rate options.
Detective controls	Controls designed to detect error, fraud, irregularity or inefficiency.

Glossary

Devolved administrations	The administrations established in Scotland, Wales and Northern Ireland under the Scotland Act 1998, the Government of Wales Act 1998 and the Northern Ireland Act 1998.
Discretionary services	Services that are not required by statute but are provided, often into competitive markets.
Efficiency and Reform Group	A part of the Cabinet Office, which works closely with the Treasury to tackle waste and improve accountability across Whitehall.
Estimate Manual	A practical reference guide issued by the Treasury which provides detailed information on the Supply Estimates policy and process.
Estimates Memorandum	An explanation of how provision sought in the Estimate is intended to be used and the relationship with other spending controls. Primarily provided for the departmental select committee but made freely available online.
Excess Vote	The means by which excess expenditure, or otherwise unauthorised expenditure, of cash, capital or resources, is regularised through an additional vote by Parliament. See section 5.4.
Exchequer	Central government's central financing arrangements, based on the Consolidated Fund and National Loans Fund, and managed by the Treasury and the Bank of England.
Exchequer Pyramid	A series of accounts held at the Bank of England through which the overnight sweep and funding flows.
Feasibility	The principle that proposals with public expenditure implications should be implemented accurately, sustainable and to the intended timetable.
Finance Act	The legislation through which Parliament agrees the government's tax decisions. Normally passed in the summer after the spring budget.
Framework document	A document setting out the accountabilities and relationships of arms-length-bodies with their sponsor departments – see annex 7.2
Freedom of Information	Legislation designed to promote public access to a wide range of public sector data and information (but not personal data).
Full cost	The total cost of all the resources used in providing a good or service in any accounting period (usually one year). This includes all direct and indirect costs of producing the output (cash and non-cash costs) including a full proportional share of overhead costs and any selling and distribution costs, insurance, depreciation, and the cost of capital, including any appropriate adjustment for expected cost increases.
Funding	Transferring monies to an account, so that they are available when needed for payments.
Generally accepted accounting practice in the UK, UK GAAP	The accounting and disclosure requirements of the Companies Act and pronouncements by the Financial Reporting Council (principally accounting standards and Urgent Issues Task Force abstracts), supplemented by accumulated professional judgements.
Governance Statement	An annual statement that accounting officers are required to make as part of the accounts on a range of risk and control issues.

Glossary

Grant	Payments made by departments to outside bodies to reimburse expenditure on agreed items or functions, and often paid only on statutory conditions.
Grant in aid	Regular payments by departments to outside bodies (usually NDPBs) to finance their operating expenditure.
Hedging	Transaction(s) designed to reduce or eliminate financial risk, eg, because of interest rate or exchange rate fluctuations.
International Financial Reporting Standards (IFRS)	International accounting standards reflected in UK GAAP. Adapted by government for the public sector.
Irregular expenditure outside the ambit of a vote	Expenditure outside the ambit of a vote, ie resources spent on matters which were not included in the relevant ambit in the departmental Estimate and therefore Parliament has not authorised. See section 5.4.
Joined-up government	Arrangements under which policy-making and service delivery are unhindered by departmental boundaries.
Judicial review	A procedure by which the courts can review the legality of decisions and actions of public authorities, including the government. Judicial review looks at the fairness of the decision-making process rather than the merits of the decision itself.
Levies	Licences to operate public goods, often set to recover associated costs such as supervision by a regulator.
Misstatement	A statement which is untrue. The maker of a misstatement can be sued for damages by those who have relied on the misstatement, but only if in the circumstances it was reasonable to rely on it.
National Accounts	Accounts produced by the Office for National Statistics in accordance with the European System of Accounts 1995, which promotes standardisation in the way in which public sector income and expenditure is measured.
National Audit Office, NAO	A corporate Parliamentary body set up to provide resources, support and constructive challenge to the C&AG. See annex 1.1.
National Insurance Fund, NIF	A government fund used to meet the cost of contribution-based benefits, financed mainly by contributions paid by employers and individuals.
National Loans Fund, NLF	The fund through which passes most of the government's borrowing transactions and some domestic transactions.
Non-departmental public body, NDPB	A body with a role in the processes of government, but not a government department or part of one. NDPBs accordingly operate at arm's length from Ministers.
Notional costs of insurance	A cost which is taken into account in setting fees and charges to improve comparability with private sector service providers. The charge takes account of the fact that public bodies do not generally pay an insurance premium to a commercial insurer.
Office for National Statistics, ONS	The independent body responsible for collecting and publishing official statistics about the UK's society and economy.
Office of the Paymaster General, OPG	Now incorporated within the Government Banking Service, it has statutory responsibilities to hold accounts and make payment for government departments and other public bodies.

Glossary

Orange book	The informal title for <i>Management of Risks: Principles and Concepts</i> , guidance published by the Treasury for public sector bodies.
Overdraft	An account with a negative balance.
Parliamentary authority	Parliament's formal agreement to authorise an activity or expenditure.
Prerogative powers	Powers exercisable under the Royal Prerogative, ie, powers which are unique to the Crown, as contrasted with common-law powers which may be available to the Crown on the same basis as to natural persons.
Primary legislation	Acts which have been passed by the Westminster Parliament and, where they have appropriate powers, the Scottish Parliament and the Northern Ireland Assembly. Begin as Bills until they have received Royal Assent.
Propriety	The principle that patterns of resource consumption should meet high standards of public conduct, and robust governance and respect Parliament's intentions, conventions and control procedures, including any laid down by the PAC. See box 2.4.
Public Accounts Committee	See Committee of Public Accounts.
Public Accounts Commission	A Select Committee of the House of Commons set up under the National Audit Act 1983 to regulate the National Audit Office.
Public corporation	A trading body controlled by central government, local authority or other public corporation that has substantial day to day operating independence. See section 7.7.
Public Dividend Capital, PDC	Finance provided by government to public sector bodies as an equity stake; an alternative to loan finance.
Public Private partnership, PPP	A structured arrangement between a public sector and a private sector organisation to secure an outcome delivering good value for money for the public sector. It is classified to the public or private sector according to which has more control.
Rate of return	The financial remuneration delivered by a particular project or enterprise, expressed as a percentage of the net assets employed.
Regularity	The principle that resource consumption should accord with the relevant legislation, delegated authorities and this document. See box 2.4.
Restitution	A legal concept which allows money and property to be returned to its rightful owner. It typically operates where another person can be said to have been unjustly enriched by receiving such monies.
Return on capital employed, ROCE	The ratio of profit to capital employed of an accounting entity during an identified period. Various measures of profit and of capital employed may be used in calculating the ratio.
Royal charter	The document setting out the powers and constitution of a corporation established under prerogative power of the monarch acting on Privy Council advice.
Second reading	The second formal time that a House of Parliament may debate a bill, although in practice the first substantive debate on its content. If successful, it is deemed to denote parliamentary approval of the principle of the proposed legislation.

Secondary legislation	Laws, including orders and regulations, which are made using powers in primary legislation. Normally used to set out technical and administrative provision in greater detail than primary legislation, they are subject to a less intense level of scrutiny in Parliament. European legislation is, however, often implemented in secondary legislation using powers in the European Communities Act 1972.
Section	An 'Estimate line' within the Part II: Subhead detail table in an Estimate.
Select Committee	Both Houses of Parliament have select committees that scrutinise the work and expenditure of government. In the House of Commons, responsibilities of departmental select committees include oversight of the policies, administration and spending of particular government departments.
Service-level agreement	Agreement between parties, setting out in detail the level of service to be performed. Where agreements are between central government bodies, they are not legally a contract but have a similar function.
Shareholder Executive	A body created to improve the government's performance as a shareholder in businesses.
Spending review	A cross-government review of departmental aims and objectives and analysis of spending programmes. Results in the allocation of multi-year budgetary limits.
State aid	State support for a domestic body or company which could distort EU competition and so is not usually allowed. See annex 4.7.
Statement of Excesses	A formal statement detailing departments' overspends and irregular spending as identified by the Comptroller and Auditor General as a result of undertaking annual audits.
Supply	Resources voted by Parliament in response to Estimates, for expenditure by government departments.
Supply and Appropriation Acts	Acts of Parliament, which give formal approval to departmental Supply Estimates. The Main Estimates are approved by a Supply and Appropriation (Main Estimates) Act and the Supplementary Estimates by a Supply and Appropriation (Anticipation and Adjustments) Act.
Supplementary Estimate	The means by which departments seek to amend parliamentary authority provided through Main Estimates by altering the limits on resources, capital and/or cash or varying the way in which provision is allocated. Normally presented in February each year.
Target rate of return	The rate of return required of a project or enterprise over a given period, usually at least a year.
Trading fund	Public sector organisation that has a financing framework allowing it to meet outgoings from commercial revenues. In national accounts they are normally classified as public corporations.
Value for money	The process under which organisation's procurement, projects and processes are systematically evaluated and assessed to provide confidence about suitability, effectiveness, prudence, quality, value and avoidance of error and other waste, judged for the Exchequer as a whole.

Glossary

Virement	The use of savings on one or more sections (Estimate lines) or subheads to meet excesses on another section or subhead within the same voted limit in an Estimate.
Vote	The process by which Parliament approves funds in response to supply Estimates.
Voted expenditure	Provision for expenditure that has been authorised by Parliament. Parliament 'votes' authority for public expenditure through the Supply Estimates process. Most expenditure by central government departments is authorised in this way.
Windfall	Monies received by a department which were not anticipated in the spending review.

HM Treasury contacts

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If you require this information in an alternative
format or have general enquiries about
HM Treasury and its work, contact:

Correspondence Team
HM Treasury
1 Horse Guards Road
London
SW1A 2HQ

Tel: 020 7270 5000

E-mail: public.enquiries@hm-treasury.gov.uk

New Fees and Charges for HMO

HMO Licence Fee Part 1	£599
HMO Licence Fee Part 2	£426
Enforcement of Not Notifying LA	£254

HMO Licence Fee Part 1

Area	Task	Time (mintues)	Officer	Cost	
HMO licence application with no intervention from PRS team.	HMO Application download	15 mins	0.25	PSSO	£7.23
	indexing Application	45 mins	0.75	PSSO	£21.70
	HMO payment checker & note	10 mins	0.17	PSSO	£4.82
	HMO application document check	45 mins	0.75	PSSO	£21.70
	HMO Acknowledgement/missing info let	20 mins	0.33	PSSO	£9.64
	HMO supporting evidence & indexing	30 mins (not always require)	0.50	PSSO	£14.47
	Allocation of case	10 mins	0.17	PSSO	£4.82
	HMO application document check	60 mins	1.00	PSEO	£28.77
	Ad-Hoc date sharing info	30 mins	0.50	PSEO	£14.38
	Index all responses (fit & proper)	20 mins	0.33	PSEO	£9.59
	DBS checked (fit & proper)	30 mins	0.50	PSEO	£14.38
	Case reviewed recommendations	20 mins	0.33	PSEO	£9.59
	Case reviewed recommendations	20 mins	0.33	PSLO	£13.17
	Letter re visits	20 mins	0.33	PSEO	£9.59
	Letter re visits	190 (10 min per bedroom) 30 mins			
	Complete HMO Visit	travel inc	3.17	2 x PSEO	£182.21
	Write up visit / uploads	60 mins	1.00	PSEO	£28.77
	HMO write up and uploads	60 mins	1.00	PSEO	£28.77
	HMO intention to grant letters & conditi	45 mins (based on 2 letters)	0.75	PSEO	£21.58
	HMO production of draft licence	45 mins	0.75	PSEO	£21.58
	HMO objections	60 mins (not yet tested)	1.00	PSLO & GM	
	HMO production of licence	30 mins	0.50	PSEO	£14.38
	Insert of licence conditions	45mins	0.75	PSEO	£21.58
HMO licence approved	30 mins	0.50	GM *	£81.97	
HMO cover letters	30 mins	0.50	PSEO	£14.38	
TOTAL - HMO Licence Fee Part 1				£599.06	

NB requested to be removed on 28.11.18

* GM absence goes to Assistant Director

	HMO licence refusal	45 mins	0.75	PSTL (PSLO for costing) & GM	£203.43
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Not able to include in 19/20

Code	Title	Hrly Rate
PSSO	Private Sector Support Officer	£28.93
PSEO	Private Sector Enforcement Officer	£28.77
PSLO	Private Sector Lead Officer	£39.50
EHO	Environmental Health Officer	£37.18
GM *	Group Manager	£163.93
AD	Assistant Director	£189.12

HMO Licence Fee Part 2

Area	Task	Time (mintues)	Officer	Cost
Yearly	Allocate case to PSEO	10 mins	0.17 PSSO	£4.82
	Send letter for renewal of certificates & index	45 mins	0.75 PSEO	£21.58
	Upload certificate & schedule next year reminder	30 mins	0.50 PSEO	£14.38
HMO compliance check (2nd Year)	Allocate case to PSEO	10 mins	0.17 PSSO	£4.82
	Letter re visits	20 mins	0.33 PSEO	£9.59
		190 (10 min per bedroom) 30 mins travel inc	3.17 2 x PSEO	£137.32
	Complete HMO Visit	60 mins	1 PSEO	£28.77
	Write up visit / uploads schedule next year reminder	10 mins	0.17 PSEO	£4.79
HHSRS	If property in bad condition will need to complete formal inspection and possible enforcement action			
HMO compliance check (4th Year)	Allocate case to PSEO	10 mins	0.17 PSSO	£4.82
	Letter re visits	20 mins	0.33 PSEO	£9.59
		190 (10 min per bedroom) 30 mins travel inc	3.17 2 x PSEO	£137.32
	Complete HMO Visit	60 mins	1 PSEO	£28.77
	Write up visit / uploads schedule reminder for expiry date	10mins	0.17 PSEO	£4.79
HHSRS	If property in bad condition will need to complete formal inspection and possible enforcement action			
HMO renewal letters	Send letter for renewal	20 mins	0.33 PSSO	£9.64
	schedule reminder 2 wkly	10 mins	0.17 PSSO	£4.82
TOTAL - HMO Licence Fee Part 2				£425.83

Code	Title	Hrly Rate
PSSO	Private Sector Support Officer	£28.93
PSEO	Private Sector Enforcement Officer	£28.77
PSLO	Private Sector Lead Officer	£39.50
EHO	Environmental Health Officer	£37.18
GM *	Group Manager	£163.93
AD	Assistant Director	£189.12

Enforcement of Not Notifying LA

Area	Task	Time (mintues)	Officer	£	
HHSRS ASSESSMENTS	Service request & upload	25 mins	0.42 PSSO	£12.05	
	Intinal contact & case alloaction	30 mins	0.50 PSSO	£14.47	
	Review case for referral	20 mins	0.33 PSEO	£9.59	
	Interrogate systems	60 mins	1.00 PSEO	£28.77	
	update systems	30 mins	0.50 PSEO	£14.38	
	Letters re visits	30 mins	0.50 PSEO	£14.38	
	Check Kit bags	15 mins	0.25 PSEO	£7.19	
		130 (10 min per bedroom) 30mins			
	Complete informal HHSRS	travel inc	2.17	2 x PSEO	£124.67
	Write up visit / uploads	60 mins	1.00 PSEO		£28.77
Complete recommendations and issue	180 mins	3.00 PSEO			
TOTAL - Enforcement				£254.28	

NB requested to be removed on 28.11.18

Area	Task	Time (mintues)	Officer	£	
HHSRS ASSESSMENTS	schedule reminder 2 wkly	10 mins	0.17 PSEO	£4.79	
	Revisit (check recommendations)	60 mins	1.00 2 x PSEO	£57.54	
		170 mins (10 min per bedroom)			
	Return and complete formal HHSRS	30mins travel inc	2.83	2 x PSEO	£163.03
	Write up visit and uploads	60 mins	1.00 PSEO		£28.77
	HHRSS - Rating system	180 mins	3.00 PSEO		£86.31
		180 (based on standard property)	3.00 PSEO		£86.31
	Case review	45 mins	0.75 PSEO, EHO, PSLO		£174.15
		90 mins - 30mins			
	Revisiit (Part way through SOW/)	travel inc	1.50	2 x PSEO	£86.31
Revisit end of SOW - close case	45 mins	0.75	2 x PSEO	£43.15	

Not able to

Enforcement	Case review for PACE recommendation	60 mins	1 PSEO & EHO	193
	Handover to EHO	45 mins	0.75 PSEO + EHO	145
	PACE letters	60 mins	1 PSEO + EHO	193
	PACE questions	120 mins	2 PSEO + EHO	385
	PACE set up & Interview	180 mins	3 PSEO + EHO	578
	PACE transcript	not tested - SLA	6 ??	
	PACE case notes	60 mins	1 PSEO + EHO	193
	Review case	30 mins	0.5 EHO	82
		60 mins (not tested yet)		
	Case referral for Enforcement Panel	30 mins (not tested yet)	1 EHO	164
		30 mins (not tested yet)		
	Case heard at Panel	30 mins (not tested yet)	1 EHO*	164
		30 mins (not tested yet)		
	Outcome of panel notes	tested yet	1 EHO	164
Action from panel	Not tested yet	82 EHO	13442	

If suspected	Service request & upload	25 mins	0.417 PSSO	12
HMO no	Intinal contact & case alloaction	30 mins	0.5 PSSO	14
application	Review case for referral	30 mins	0.5 PSEO	14
received	Interrogate systems	60 mins	1 PSEO	29

Code	Title	Hrly Rate
PSSO	Private Sector Support Officer	£28.93
PSEO	Private Sector Enforcement Officer	£28.77
PSLO	Private Sector Lead Officer	£39.50
EHO	Environmental Health Officer	£37.18
GM *	Group Manager	£163.93
AD	Assistant Director	£189.12

Health and safety Implications	None as a result of this report
Monitoring Officer/S.151 Officer Comments	<p>Monitoring Officer:</p> <p>No comments to add to this report.</p> <p>Deputy S.151 Officer</p> <p>The ongoing revenue and capital funding requirement for the roll out of food waste collection from flats in 2019/20 has been included in the 2019/20 budget proposals, seeking council approval in February 2019.</p> <p>The 2019/20 revenue budget proposes funding the one off £61k implementation costs from the management of change reserve, as this project meets the criteria for these funds.</p> <p>The additional £7k in 2020/21 will be included in the 2019 Medium Term financial strategy.</p>
Consultees:	<p>Officers within Environmental Services</p> <p>Task and Finish Group</p> <p>Financial Services</p> <p>Report on the Food Waste Trial Analysis presented to SPAE on 29th November 2018</p>
Background papers:	
Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	This report has been provided to give an overview of the findings following the conclusion of a three-month food waste trial, which was carried out to flats.
Glossary of acronyms and any other abbreviations used in this report:	

1.0 Trial Background

1.0 Food waste recycling is currently not available to flats in Dacorum.

1.1 In November 2014, Dacorum introduced a new 'Recycle for Dacorum' service to householders. This saw the introduction of separate, weekly food waste recycling, the issue of blue-lidded bin for all mixed recycling (previously source separated), and the green bin switch to garden waste only (food waste removed).

- 1.2** This new service was not provided to flats at this time due to the unprecedented complexity of their differences in locations and bin areas.
- 1.3** However, since the new service roll out, we have had regular complaints from flat-dwellers who said that they would welcome the opportunity to recycle their food waste. Over the past few years, general public awareness around environmental issues has escalated and the need for people to be recycling more to reduce their carbon footprint has become more prominent than ever before. This has fuelled flat-dweller's frustrations and brought the issue of waste and recycling to the forefront.
- 1.4** Food waste recycling has been extremely popular with Householders. In 2017-18 over 4870 tonnes of food waste was collected and diverted from landfill.
- 1.5** A Task and Finish group was established early in 2017 to discuss options around improving recycling in flats. Costs and options were presented in July 2017 and the decision was made to offer a three-month food waste recycling trial to flats to see how the residents engage with the service and to move forward with rolling out mixed recycling to the 3000 flats that do not currently have any recycling facilities available to them.
- 1.6** In September 2017, more detailed costs and information were presented to Scrutiny and the trial was fully approved to move forward in the next financial year.
- 1.7** The main objectives of the trial were to:
 - 1.7.1** Identify how well flat-dwellers would engage with a food waste service
 - 1.7.2** Identify whether the contamination levels would be excessively high
 - 1.7.3** Test how a food waste collection service for flats would run in terms of what equipment and communication would be most suitable.

2. Implementation of Trial:

Planning:

- 2.0** 1540 flats across Berkhamsted and Grovehill were offered food waste recycling for 3 months and asked to complete a feedback survey at the end of the trial.
- 2.1** The main locations chosen were Berkhamsted and Grovehill as they provided a useful range of property building types and recycling engagement levels. In order to use a high-rise building, Pelham Court in Leverstock Green was also used.
- 2.2** There are 10,500 flats in Dacorum so the sample used represented approximately 15%. There are 52,900 houses in Dacorum.
- 2.3** The three-month trial ran throughout Quarter 2, 2018-19. Residents received their bins during the first week of July, with their first collection being on Friday 13 July and their last collection being on Friday 28 September.
- 2.4** The trial represented one collection day per week during the three-month trial period

3) Communication:

- 3.0** All the communication and artwork that was used in the trial was designed internally in order to keep costs to a minimum.
- 3.1** The two main points we needed to consider in communications were to successfully encourage the participants to engage with the food waste service, and to ensure that they put the correct materials into their bins. Guidance showed that contamination levels are notoriously higher in flats than households and therefore this needed to be reflected in the communications that were used throughout the trial.
- 3.2** Research showed that people are often more likely to do something if it is of benefit to the environment, if it will save them money or if it is proved to be more convenient to them and so these were used as the main incentive hooks.
- 3.3** During the roll out of the trial the following communication and equipment was delivered:
 - 3.3.1** Introductory letter – this explained that they had been chosen to be part of the food waste trial and what this meant for them
 - 3.3.2** A5 Recycling Guide – this explained the importance of recycling food waste, what they need to do, where they could ask queries and get more information, what can be recycled and what materials are not accepted.
 - 3.3.3** 5L Kitchen caddy and roll of 30 caddy liners
 - 3.3.4** A6 Caddy sticker – this was to be stuck onto the lids of the caddies and summarised what targeted materials

3.3.5 A4 Poster – this was displayed on flats noticeboard / bin areas and reminded people that they had been selected to take part in the trial

3.3.6 Website – each participant was provided with the unique URL to the webpage, which was set up purely for food waste trial participants. This provided more in-depth information about the trial and a comprehensive FAQ.

3.3.7 Heat-stamped wheeled-bin lids – these read ‘food waste only’. We did this to help reduce contamination and to ensure this message was never peeled off.

3.3.8 A5 Food Waste Stickers – these were applied to the grey body of the bin as a final reminder of what materials could be accepted. We did not have enough stickers for all bins but each block had at least one sticker.

3.4 When the trial was ending, the following communications were sent out to residents:

3.4.1 Exit letter – this was sent out to each flat two weeks beforehand to thank them for taking part in the trial, ask them to complete the feedback survey and to let them know the date that their communal brown bins would be taken away.

3.4.2 Feedback Survey – we set up a survey on the unique food waste trial webpage and encouraged people to complete it using the incentive of winning a prize-draw (£100 in vouchers). We included a version of the survey on the back of the exit letter so that we were inclusive of anyone who was unable to access a computer or the internet.

3.4.3 Bin stickers – all communal wheeled-bins had a sticker put on the lid the week beforehand to let people know what date the bin would be taken away, thank them for taking part in the trial and remind them of the survey link

3.4.4 A4 Poster – this was displayed on flats noticeboard / bin areas to remind people that the bins would soon be taken away and to complete the survey online

3.4.5 Website – the website was updated to reflect the date when the bins would be taken away and provide a link to the feedback survey.

3.5 During the trial launch and ending we also sent information to the Communications, Customers Services and Admin department to ensure that they were kept informed of our project and diverted any queries our way.

3.6 During the 3-month trial period we received 13 calls, 13 emails and 1 query in person. No further queries were received after mid-August, suggesting that during a permanent roll out, the level of queries would quickly die down.

3.7 The final collection took place on Friday 28 September and all communal bins were collected back in on Saturday 29 September. The survey ran until Sunday 28 October to give residents a month to feedback to us.

4) Equipment Used

- 4.0** It took 3 days to deliver all of the equipment to the trial properties.
- 4.1** Kitchen caddy: We provided the same 5L kitchen caddy householders use.
- 4.2** Caddy liners: Research has proven that it is best practise to supply caddy liners to improve engagement when first introducing a food waste collection service. We provided a roll of 30 liners on the estimation that they would use around two liners per week.
- 4.3** Communal wheeled-bins: It would be inappropriate for flat-dwellers to be provided with the 23L kerbside caddies, which we use for householders due to space limitations – therefore communal wheeled-bins were used.
- 4.3.1** Bin capacity: In order to supply the correct amount of wheeled bins per property, we worked on the basis that householders are provided with 23L in their kerbside caddies. As flats typically have less people living in the property, we decided to provide 18L per property.
- 4.4** A 7.5 tonne non-compaction vehicle was predominantly used for collection of food waste during the trial period resourced with one driver and one loader.

5) Results

Tonnage

- 5.0** The average amount collected per property in the trial was 0.51kg each week.
- 5.1** During the same period, householders across the borough collected an average of 1.9kg each week. Although a lower tonnage than householders was predicted, it is expected that tonnage would be higher if a permanent service were provided on the basis that it would become more of a habit
- 5.2** Extrapolating the tonnage figures to a full year, it can be estimated that a permanent collection service rolled out to all 10,500 flats would bring in an additional 300 tonnes of food waste a year – approximately 6% of the current food waste tonnage.
- 5.3** The additional tonnage collected could also have financial benefits however this is dependent on the future of the Alternate Financial Model and likely material prices.

6) Participation

- 6.0** Each week the crews filled out participation sheets when they emptied the communal bins at each block of flats. These sheets would record approximately how full each bin was on a scale of 0 – 1.
- 6.1** The average overall participation rate for these communal bins was 91.5%. Results being:
- 6.1.1** Berkhamsted had an average 95% participation rate. Their highest rate was 100%; their lowest rate was 90%.

6.1.2 Grovehill and Pelham Court had an average 88% participation rate. Their highest rate was 96.3% and their lowest rate was 81.5%

6.1.3 These figures strongly suggest that a permanent service would be successful if rolled out in these areas.

6.2 “100% engagement” is the number of blocks in an area that put food waste out in their communal bins every single week.

6.2.1 In Berkhamsted 75% of the blocks had 100% engagement.

6.2.2 In Grovehill 40% of the blocks had 100% engagement.

6.3 Using the participation sheets we were able to see how many bins on average were being used at each block. We discovered that 70% of sites used all of the bins provided to them. 20% had one surplus bin. 10% had two surplus bins.

6.3.1 Analysing the data further, we now know that it would be best practise to provide each property with 10L communal bin capacity rather than 18L.

6.4 Contamination levels were also logged by the crews when bins were emptied.

6.4.1 31% of blocks in Berkhamsted experienced contamination. 75% of these blocks only experienced contamination once. The average severity of contamination on a scale of 0-5 was 0.18/5.

6.4.2 59% of blocks in Grovehill experienced contamination. 39% of these blocks only experienced contamination once. The average severity of contamination on a scale of 0-5 was 0.45/5.

6.4.3 To prevent contamination issues with a permanent roll out, we would recommend changing to a wheeled bin that has a locked lid, with an aperture lid built in which only allows bags the size of a caddy liner to enter.

6.4.3.1 These aperture lid wheeled bins are only available in a 240L, not as 140L. This would have the added benefit of being faster for crews to empty, whilst also saving space in communal bin areas – which is an issue for residents.

7) Survey feedback (the following results are only based on feedback received from residents who completed the on line survey)

7.0 12.5% of trial participants completed the feedback survey.

7.1 92% of respondents recycled their food waste during the trial.

7.1.1 83% of those who recycled, felt that separating out their food waste made them more aware of how much food they are throwing away.

7.1.2 The highest rated reason for not taking part in the trial was the belief that they would not create enough food waste. This would be addressed in the communications plan for a future roll out.

7.2 98% of people found the literature informative enough.

7.3 98% of people who recycled used the liners and caddy provided.

7.3.1 86% used 1-2 liners each week, proving our estimations correct.

7.4 34% of respondents encountered problems during the trial.

7.4.1 53% thought the liners provided were too weak. In the event of a permanent roll out we would switch to a different liner supplier.

7.4.2 15% were concerned about the smell of bins

7.4.3 12% encountered flies and/or maggots in their bins.

7.4.4 Unfortunately the food waste trial ran during the severe summer heat wave, which exacerbated the issues around both smells and flies. However, ironically, those who *did* recycle their food waste, listed smells and convenience as one of their incentives. Separating out food waste means that this can be emptied more quickly and conveniently than a general waste bin, which would still have caused smells and flies in the hot weather.

7.5 92% of respondents would recycle their food waste permanently.

7.5.1 97% of those who recycled in the trial would use the permanent service (not 100% due to liner issue)

7.5.2 33% of those who did not recycle their food waste in the trial would use the permanent service.

7.6 92% people told us their incentive for wanting to recycle their food waste was because it is 'better for the environment'.

7.6.1 28% listed the environment as their sole reason. 64% listed it as a joint reason.

7.6.2 52% answered 'more convenient'.

7.6.3 45% answered 'better use of tax-payers money'.

7.7 When asked if there was any final feedback at the end of the survey, 62% of respondent's final unprompted comments were that the food waste recycling service should be made permanent.

7.7.1 16% actively stated that they would be disappointed if the service were not made permanent and 13% stated that they want to recycle more for the environment. This demonstrates the strength of feeling amongst residents for those who want to be able to recycle their food waste.

8) Financial Implications

8.0 The predicted cost of the trial was £17,500 however the actual cost came in at £16,600.

Description	Total Cost (excl. VAT)
5L Kitchen caddies	£1,617.00
140L lids + heat stamp	£1,692.50
Compostable caddy liners	£990.00
Caddy stickers	£493.00
Food Waste Trial Guides - A5	£132.00
Hire of Fuso Cantor 7.5T food waste refuse truck	£7,200.00
Posters	£30.00
Letters and delivery - round 1	£100.00
Food Waste Trial Ending Stickers	£45.00
Posters	£30.00
Letters and delivery - round 2	£652.12
Survey prize	£100.00
Crew & van delivery	£1,720.00
Extended hire of Fuso Cantor 7.5T food waste refuse truck	£1,800.00
Total estimated spend:	£16,601.62

8.1 If Cabinet approve the provision of food waste collection to all flats in the Borough, the expected cost of a permanent round collecting food waste would be in the region of:

One off Implementation Costs (2019/20)

Project Team - Development Officer/Recycling Advisor		£55,000
A4 letter printed and posted	Volume 10,500	£4,180
A5 leaflet	Volume 11,000	£450
Caddy stickers	Volume 11,000	£770
Wheeled bin stickers	Volume 1000	£500
Posters	Volume 500	£100
TOTAL		£61,000

Initial Capital Costs

Vehicle		£75,000
Wheeled bins:	550 x 240L lid-in-lids	£24,800
5L Caddies:	11,000	£10,780
Total		£110,580

Ongoing Revenue	2019/2020	2020/2021
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1 Food round (1Driver and & 1Loader)	£56,000	
Fuel and maintenance	£10,000	
Bins and Caddies		£7,000
TOTAL	£66,000	£7,000

9) Rollout

9.0 If the project is approved the roll out to all flats could be completed by March 2020.

9.1 The proposed plan would be to work on an area-by-area basis, as this method has worked successfully for the flats co-mingled recycling improvement project.

9.2 The flats which were used in the trial would be prioritised first. They would be able to receive food waste recycling within a few months of the budget being approved.

10.0 The roll out of comingled recycling to the remaining flats in the Borough is already underway and will be completed by March 2019. If approved the implementation of food waste collections from flats will be complete in March 2020. This will result in flats receiving the same level of service of all other households in the Borough

End