



Cambridge City Council Civic Affairs

Date: Wednesday, 13 September 2017

Time: 6.00 pm

Venue: Committee Room 1 & 2, The Guildhall, Market Square, Cambridge, CB2 3QJ

Contact: democratic.services@cambridge.gov.uk, tel:01223 457013

Agenda

- 1 Apologies for Absence
- 2 Declarations of Interest

Members are asked to declare at this stage any interests that they may have in any of the following items on the agenda. If any member is unsure whether or not they should declare an interest on a particular matter, they are requested to seek advice from the Monitoring Officer before the meeting.
- 3 Minutes of Previous Meeting (Pages 5 - 14)
To approve the minutes of the meeting held on 28 June 2017.
- 4 Public Questions
- 5 Statement of Accounts 2016-17 (Pages 15 - 224)
- 6 Annual Report on Freedom of Information, Data Protection and Transparency (Pages 225 - 242)
- 7 Annual Complaints Report 2016-17 (Pages 243 - 276)
- 8 Internal Audit Plan: Progress Report (Pages 277 - 286)
- 9 Review of Elections - 4 May & 8 June 2017 (Pages 287 - 298)
- 10 Council Calendar of Meetings 2018/19 (Pages 299 - 302)
- 11 Cambridge City Council's Independent Person

Mr Sean Brady has given notice of his resignation as the Council's independent Person with effect from 25th September. Mr Brady has been in post since February 2013.

The Committee is asked to place on record its thanks to Mr Brady for his valuable contribution. The Monitoring Officer recommends that the Deputy Independent Person takes up the role until February 2018 when the term of office ends.

Civic Affairs Members: McPherson (Chair), Benstead (Vice-Chair), Gawthrop, Holt, O'Connell and Robertson

Alternates: T. Moore and Ratcliffe

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CIVIC AFFAIRS

28 June 2017

6.00 - 7.30 pm

Present: Councillors McPherson (Chair), Benstead (Vice-Chair), Gawthrope, Holt, O'Connell and Robertson

Officers:

Chief Executive: Antoinette Jackson

Head of Finance: Caroline Ryba

Head of Legal Practice: Tom Lewis

Head of Internal Audit: Steve Crabtree

Democratic Services Manager: Gary Clift

Strategic Procurement Officer: Heidi Parker

Fraud Team Leader: James Stevens

Committee Manager: Claire Tunncliffe

Others Present:

Ernst & Young External Auditor: Suresh Patel

Ernst & Young External Auditor: Hayley Clark

Independent Person: Sean Brady

Independent Remuneration Panel Member: Jane Phillips

FOR THE INFORMATION OF THE COUNCIL**17/21/Civ Apologies for Absence**

Apologies were received from Mr Rob Bennett (Deputy Independent Person).

17/22/Civ Declarations of Interest

Name	Item	Interest
Councillor Benstead	17/30/Civ	Personal - Trustee of Cambridge Live
Councillor O'Connell	17/30/Civ	Personal - Trustee of Cambridge Live

17/23/Civ Minutes of Previous Meeting

The minutes of the meetings held on 15 and 25 May 2017 were signed as a correct record by the Chair.

17/24/Civ Public Questions

No public questions were received.

17/25/Civ Special Responsibility Allowances

The committee received a report from the Independent Remuneration Panel (the Panel) which contained recommendations following a review of the current allowances for special responsibility.

The recommendations of the Panel were as follows:

- i. That two new Special Responsibility Allowances (SRA) be created, Executive member without portfolio, for the Chair of the City Deal Board (if that be a member of the City Council) and Member of the City Deal Board.
- ii. That the SRA for the Chair of Planning be raised in relation to the Chairs of all other committees.
- iii. That SRAs be removed from all committee members with the exception of the Planning Committee.
- iv. That the Chair and Vice-chair of the Planning Committee do not receive an additional SRA as a Member of that committee.
- v. That the SRA for the Minority Group Leader be removed.
- vi. That SRAs for spokespersons of both Opposition and Minority groups be retained for scrutiny committees only and SRAs for spokes of other committees be removed.
- vii. That the number of SRAs that any Councillor may hold be limited to two.
- viii. That the SRAs be set as in the Table below.

Role	Percentage of basic allowance
Leader	275%
Executive Councillor including Deputy Leader	200%
Exec Councillor without portfolio (Chair of City Deal board)	50%
Member of City Deal Board	25%
Chair of Planning	150%
Chair of Scrutiny	40%
Chair of Licensing	20%
Chair of Civic Affairs	25%

Chair of Area Committee	20%
Lead Councillor on JDCC	50%
Group leader, main opposition party (fixed multiple regardless of size of the group)	100%
Opposition and Minority spokes (fixed multiple regardless of size of the group)	35%
Vice-chair of Planning	50%
Member of Planning	15%

The Panel had recommended that a further review should be undertaken two years from completion of the report, from February 2017.

The Democratic Services Manager advised that he would seek clarification from the Panel to confirm if those Councillors who sat on one Committee, but shadowed two Executive Councillors, would accrue two SRAs or one.

Councillor Robertson stated the following:

- i. Did not want to deter people from applying for the role of Councillor due to lack of financial support.
- ii. The work of the Planning Committee was not restricted to just the Chair. In respect of the onerous nature of the Committee's work and the amount of meetings scheduled, the responsibility paid to all Members should continue.
- iii. In acknowledgment to the time consuming nature of the work and gravity of decisions that were made by the Licensing Committee, the extra responsibility paid to Members should not be scrapped.
- iv. The remuneration of the SRA for the City Deal did not reflect the amount of the work and level of decision being undertaken.
- v. Immediate recognition of the Combined Authority and Crime Panel needed to be actioned.

Resolved (unanimously) to recommend to Council:

- i. To agree the recommendations of the Independent Remuneration Panel, and to report to Council an Allowances Scheme 2017/18 for adoption.
- ii. That the Council approves any budgetary requirement up to £5,535 (plus 2,240 or 1,120 depending on the City Deal appointment) from Reserves for 2017/18 and with subsequent years' funding coming from efficiencies in Democratic Services budgets.

17/26/Civ Statement of Accounts 2016-17

The committee received a report from the Principal Accountant (Technical & Financial Accounting) regarding the Annual Report and Statement of Accounts for the year ended 31 March 2017.

A representative from Ernst and Young opined the audit (although not yet completed) was of a high standard, no errors were found and complimented the engagement of council staff.

In response to members' questions the Principal Accountant (Technical & Financial Accounting) said the following:

- i. There had been no changes to the accounting policies but to the format of the Statement of Accounts. The Comprehensive Income and Expenditure Statement had been presented in line with the council's portfolios.
- ii. Assets referred to as surplus were not operational assets; this could be buildings which were currently empty as opposed to assets which had formally been declared for sale.
- iii. Reserves referred to as 'unusable' was not a phrase specified by Central Government but arise as a result of accounting practice.

Resolved (unanimously):

- i. To note the contents of the draft Statement of Accounts presented in Appendix 1 of the officer's report and approve the accounting policies and treatments on which they are prepared.

17/27/Civ Timetable and Process for Approval of the Statement of Accounts From 2017/18

The Committee received a report from the Principal Accountant (Technical & Financial Accounting) regarding the Audit and Accounts Regulation which govern the preparation, approval and of local authority accounts. From the 2017/18 financial year these regulations would change the statutory timetable for the approval and audit of the Statement of Accounts.

In response to members' questions the Democratic Services Manager said the following:

- i. Historically general elections were held in the months of February, May, June and October. If an election was called in July, non-political business could be undertaken if agreed (such as the Statement of Accounts) but ultimately it was a decision of the Senior Management Team.
- ii. The cycle of meetings 2017/18 would be presented to the September meeting of the Civic Affairs Committee. Discussions were still on-going to determine if the new July meeting would be in addition to, or replace, the meeting in June.

Resolved (unanimously):

- i. To agree to take a report at the February meeting of the Civic Affairs Committee in each year at which approval would be sought for any required changes in accounting policy and any expected significant areas of judgement would be highlighted.
- ii. To approve a change in the calendar to move the meeting of the Civic Affairs Committee normally held in June each year until the end of July to facilitate the statutory requirement for them to approve audited accounts by the 31 July.

17/28/Civ Contract Procedure Rules Update

The committee received a report from the Strategic Procurement Officer which stated that the current contract procedure rules needed to be amended to reflect current legislation and facilitate compliance.

The Strategic Procurement Officer advised the following regarding the Contract Procedure Rules proposed document:

- i. Was in a revised format to distinguish legislation and council requirements, defining the process in concise steps and had created a clear list of do's and don'ts.
- ii. Separated out values into appendices to facilitate legislation amendments.
- iii. Sought to amend the Key Decision requirement, (regarding permission to procure) to £1m.
- iv. Included a strategy of Corporate Contracting, frameworks & dynamic purchasing systems (DPSs) and was supported by a new suite of templates, agreed with South Cambridgeshire District Council (SCDC), designed to facilitate accessibility to opportunities to Small Medium Enterprises (SMEs).

Resolved (unanimously) to recommend to Council:

- i. To agree the adoption of the new procedures
- ii. To confirm the change to the Key Decision threshold
- iii. To agree a corporate contracting strategy.
- iv. To agree a shared documentation approach
- v. To agree the new procedures would take effect as of 01.08.17
- vi. To mandate all staff and managers responsible for procurement attend a Contract Procedure Rules Update Briefing session.

17/29/Civ Financial Regulations and Procedure Rules update

The committee received a report from the Head of Finance which had reviewed the council's current financial regulations and financial procedure rules which form Part 4F of the council's constitution. It made recommendations for minor changes in Part 4F and in other parts of the constitution which had a financial aspect.

The Head of Finance assured the Committee the alignment of financial regulations and procedures with South Cambridgeshire District Council would not have a negative impact on the processes undertaken by the City Council.

Resolved (unanimously):

- i. To approve changes to the financial regulations and financial procedure rules as set out in 4.4 and Appendix 1 of the council's constitution.
- ii. To support a project to investigate aligning financial regulations and procedures with South Cambridgeshire District Council; and
- iii. Amend the Scheme of delegation to council officers in relation to capital approvals, to align it with proposed procurement limits.

17/30/Civ Annual Report on Fraud and Corruption 2016 / 2017

The committee received a report from the Head of Internal Audit regarding the Annual Report on the Prevention of Fraud and Corruption Policy.

In response to members' questions the Head of Internal Audit and the Fraud Team Leader, said the following:

- i. Various audits were undertaken through the year to look at areas of corruption such as contracts. A working group had been set up to look at

- fraud and corruption across Cambridge as part of the Serious Organised Crime audits.
- ii. In total there had been seven special investigations in 2016/17 which contrasted to the usual two or three that were usually undertaken annually which has implications for audit coverage. It was however too early to say if there were any emerging trends.
 - iii. The Revenue and Benefits department had identified in the first part of 2017/18 an increase in irregularities concerning exemption and discount of council tax compared the previous year.
 - iv. Social housing fraud was currently on par with 2016/17 which had seen a rise compared to previous years in Cambridge.
 - v. While it had been reported there had been a rise in exemption and discount for council tax and social housing fraud statistically the figures were still very low.
 - vi. Campaigns were being planned for both staff and residents on how to identify fraud.
 - vii. The electoral register was republished annually and used against various data sets to cross check information.
 - viii. Cambridge City Council employed a total of three officers working in the fraud team supplemented by Internal Audit. In comparison, South Cambridgeshire District Council had recently created a licensing / fraud team of four officers; Fenland East Cambridgeshire District Councils used outside agencies and Peterborough had one officer as they do not have housing stock, but supplemented by Internal Audit; while Huntingdon District Council had their own internal fraud hub.

Councillor McPherson congratulated the Fraud Prevention Team's nomination for the 'Mentor of the Year' award in the Apprentice and Employer Apprenticeship Awards event 2016; and thanked the Fraud Prevention Team for their hard work in over the last financial year

17/31/Civ Draft Annual Governance Statement and Local Code of Corporate Governance

The committee received a report from the Head of Internal Audit on the Draft Annual Governance Statement and Local Code of Corporate Governance.

In response to members questions' the Head of Internal Audit said the following:

- i. Both Cambridge City Council and South Cambridgeshire District Council undertook internal reviews on shared services, reviewing

process, procedures and the potential impact and issues that may occur.

- ii. Three reviews had been planned for the Single Shared Waste Service which would be undertaken by South Cambridgeshire District Council.
- iii. If specific knowledge was required on certain projects the Council would pay for external expertise but could not advise of the cost as did not have this to hand.

Resolved (unanimously):

- i. To note the arrangements for compiling, reporting on and signing the AGS;
- ii. To note the progress made by the Council on issues reported in the 2015 / 2016 AGS;
- iii. To note the issues emerging during 2016 / 2017 considered for inclusion in the AGS;
- iv. To note the new Local Code of Corporate Governance to support the introduction of the new Governance Framework; and
- v. To note the draft AGS for the financial year 2016 / 2017.

17/32/Civ Annual Head of Internal Audit Opinion 2016 / 2017

The Committee received a report from the Head of Internal Audit regarding the Annual Audit Opinion 2016/17.

The Head of Internal Audit explained the audit plan did not look at the same area of service each year as this would not be constructive. To give full assurance each year to the same area of service would mean the organisation would not learn and move forward.

Resolved (unanimously):

- i. The Committee reviewed and provided challenge to the opinion of the Head of Internal Audit.

17/33/Civ Mayoral Allowance

The Committee received a report from the Democratic Services Manager which advised that the allowances for the Mayor and Deputy Mayor had not been reviewed since 2004.

Councillor Benstead informed the Committee that as former Mayor, there were expenses which he had not considered before coming into Office. For example damage to clothing caused by the chains; increased reliance on taxis as the role of Sergeant of Mace had become part time, and purchasing of raffle tickets at charity events which had increased in cost.

Councillor O'Connell suggested the allowances for the Mayor and Deputy Mayor should be calculated the same as a Special Responsibility Allowance.

Resolved (unanimously):

- i. Agreed that a second report should be presented at a future meeting of the Civic Affairs Committee for consideration so that members of the Committee and the Democratic Services Manger consult with previous Mayors to obtain their opinion.

17/34/Civ Cambridge City Council Boundary Review

The Committee received a report from the Chief Executive affirming a response had been received from the Local Government Boundary Commission for England (LGBCE) who had identified Cambridge City Council as potentially requiring an electoral review. The LGBCE had asked for the Council's views on whether electoral imbalances identified were likely to be counterbalanced in the next three years.

Councillor O'Connell spoke of the disparity in Trumpington ward numbers and fully supported the recommendation.

Councillor Benstead reiterated the Chief Executive comments that there was no guarantee the boundary commission would take into consideration recommendations put forward by the City Council.

Resolved (unanimously):

To agree the Chief Executive would respond to the LGBCE's letter explaining that the imbalances are unlikely to be counterbalanced within three years and confirming that the City Council would like to be included in the Commission's future work programme.

The meeting ended at 7.30 pm

CHAIR

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CAMBRIDGE CITY COUNCIL

REPORT OF: Head of Finance

TO: Civic Affairs Committee

13/09/2017

WARDS: None directly affected

ERNST & YOUNG EXTERNAL AUDIT CONCLUSIONS AND APPROVAL OF STATEMENT OF ACCOUNTS

1 INTRODUCTION

- 1.1 The external audit of the Statement of Accounts for 2016/17 by Ernst & Young is underway and is expected to be concluded by mid-September. Before giving their formal opinion on the accounts there is a requirement to present their audit findings and to obtain a letter of management representation signed by both the Head of Finance and a member on behalf of 'those charged with governance.' Under the Council's Constitution, this responsibility rests with the Civic Affairs Committee.
- 1.2 Ernst & Young will be at the meeting to present and discuss their audit findings.
- 1.3 For 2016/17 the Accounts and Audit Regulations require that the accounts be approved by resolution of a committee of the Council (or the full Council) by 30 September. Under the Council's Constitution, this responsibility rests with the Civic Affairs Committee.

2. RECOMMENDATIONS

- 2.1 That the Committee receive the audit findings presented by Ernst & Young.
- 2.2 That the Statement of Accounts for the year ending 31 March 2017 be approved.

- 2.3 That the Chair of the meeting be authorised to sign the Letter of Representation and Statement of Accounts for the financial year ending 31 March 2017 on behalf of the Council.

3. BACKGROUND

- 3.1 Approval of the Statement of Accounts for 2016/17 by the Civic Affairs Committee and publication of those accounts is required by 30 September 2017, in line with the Accounts and Audit Regulations.
- 3.2 The Civic Affairs Committee reviewed the draft Statement of Accounts for 2016/17 on 28 June 2017. Ernst and Young have since been carrying out their audit. The changes made to the accounts agreed to date are discussed in section 4 below. The revised version of the Annual Report and Statement of Accounts, incorporating these changes, is provided at Appendix A.
- 3.3 International Auditing Standard (UK and Ireland) 260 requires auditors to communicate a number of matters to those charged with governance, before issuing their audit opinion. Ernst & Young's audit results report is attached at Appendix B. They will be at the meeting to discuss their report and audit findings.
- 3.4 International Auditing Standard (UK and Ireland) 580 requires the auditor to have received a Letter of Representation drawn up by the Council that provides written confirmation on matters that might be relevant or significant to the statement of accounts. This letter is signed as near as possible to the date of the auditor issuing his opinion. The auditing standard requires that the letter is 'discussed and agreed by those charged with governance and signed on their behalf..... to ensure that all those charged with governance are aware of the representations on which the auditor intends to rely in expressing the auditor's opinion on those financial statements'. Ernst and Young therefore requires the Letter of Representation to be signed by the Head of Finance and by the Chair of Civic Affairs Committee. A draft of the letter based on that provided last year is included at Appendix C.

4. CHANGES TO THE ACCOUNTS SINCE CIVIC AFFAIRS REVIEW IN JUNE

- 4.1 To date, one significant change has been made to the Statement of Accounts following identification by officers.

- 4.2 The Council received an invoice from the County Council for contributions towards the City Deal (now known as the Greater Cambridge Partnership) for the period to 31 March 2017 after the draft accounts were completed and subsequently agreed an amendment to the amount due following a review of the calculation basis. The agreed contribution of £594k needs to be reflected in the 2016/17 Statement of Accounts.
- 4.3 The impact of this adjustment is to increase expenditure in the Comprehensive Income and Expenditure Statement for the year by £594k. This expenditure is funded from an earmarked reserve, so an additional contribution from earmarked reserves is transferred to the General Fund, leaving the balance on General Fund reserves unchanged from the draft accounts and earmarked reserves £594k lower at £23,377k. These changes are reflected in the Balance Sheet and Movement in Reserves Statement in the attached accounts, as well as relevant notes to the accounts. A process change for 2017/18 has been agreed to ensure that any contributions due are picked up in future years.
- 4.4 A number of minor disclosure adjustments were identified by EY during the audit and these have been reflected in the Statement of Accounts.
- 4.4 Any further changes agreed to the draft version accounts will be highlighted to the Committee at the meeting.

5. **IMPLICATIONS**

- (a) **Financial Implications** Included in the report above
- (b) **Staffing Implications** None
- (c) **Equality & Poverty Implications** None
- (d) **Environmental Implications**

None. Paper copies of the Statement of Accounts document will only be produced on request. An electronic version will be available on the Council's website.

- (e) **Procurement** None
- (f) **Consultation and communication**

The accounts will be published on the Councils website. A notice advertising that the audit of the accounts has been concluded will be published on the website.

(g) **Community Safety** None

BACKGROUND PAPERS: The following are the background papers that were used in the preparation of this report:

Annual Report and Statement of Accounts 2016/17

To inspect these documents contact Charity Main on extension 8152

The author and contact officer for queries on the report is Charity Main on extension 8152 .

Report file:

Date originated: 31 August 2017

Date of last revision: 31 August 2017



STATEMENT OF ACCOUNTS

**FOR THE YEAR ENDING
31 MARCH 2017**

UNAUDITED

This document is available on our website at www.cambridge.gov.uk

Cambridge City Council
Statement of Accounts
2016/17

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Narrative Report

The Statement of Accounts, set out on pages 1 to 117, contain a series of statements, summarising the financial implications to the Council of delivering services in the period from 1 April 2016 to 31 March 2017. In addition, details of the Council's assets and liabilities at the beginning and end of the Council's financial year are presented.

The accounts have been prepared in accordance with the 'Code of Practice on Local Authority Accounting in the United Kingdom' (The Code). The code is based on International Financial Reporting Standards (IFRS) and sets out the format and content of the key financial statements and accompanying notes in this publication.

In addition to the Council's Statement of Accounts, consolidated Group Accounts are also being presented for the first time. The key financial statements are as follows:

- ◆ Movement in Reserves Statement
- ◆ Expenditure and Funding Analysis
- ◆ Comprehensive Income and Expenditure Statement
- ◆ Balance Sheet
- ◆ Cash Flow Statement
- ◆ Housing Revenue Account
- ◆ Collection Fund
- ◆ Group Movement in Reserves Statement
- ◆ Group Expenditure and Funding Analysis
- ◆ Group Comprehensive Income and Expenditure Statement
- ◆ Group Balance Sheet
- ◆ Group Cash Flow Statement

These accounts are supported by a comprehensive set of notes together with a statement of the accounting policies of the Council and a glossary of terms. An index to the main notes to the accounts is provided on page 10.

In line with The Code the Council is presenting the Net Cost of Services analysed by Portfolio for the first time this year. More about this change can be found in Note 43 to the accounts.

The accounts aim to provide information so that members of the public, including electors and residents of Cambridge, Council Members, partners, stakeholders and other interested parties can:

- ◆ Understand the overarching financial position of the Council
- ◆ Have confidence that public money has been accounted for in an appropriate manner
- ◆ Be assured that the financial position of the Council is sound and secure

Review of 2016/17

The Narrative Report is designed to explain the most significant features of the accounts and to provide information on the Council's use of resources.

The Report includes the review of achievements against the Council's Corporate Plan which is also due to be presented to the Council's Strategy and Resources Committee in July 2017, alongside a review of the financial performance for the year.

Narrative Report

Corporate Plan – Review of 2016/17

The Council's Corporate Plan for 2016/19 sets out the key activities Cambridge City Council will undertake over a three year period in order to achieve its strategic objectives and vision. This annual report shows what has been achieved over the first year under the following priority headings:

1. Deliver sustainable prosperity for Cambridge and fair shares for all
2. Tackle the city's housing crisis and delivering our planning objectives
3. Make Cambridge safer and more inclusive
4. Invest in improving transport
5. Protect our City's unique quality of life
6. Protect essential services and transforming council delivery
7. Tackle climate change, and making Cambridge cleaner and greener

The following shows how we have got on in the first year.

1 Deliver sustainable prosperity for Cambridge and fair shares for all

We said that we would carry out the actions in our Anti-Poverty Strategy (APS) action plan including supporting and promoting the services offered by credit unions in Cambridge; and promoting the living wage to help people on low incomes maximise their income and minimise their costs.

During the year:

During the year we spent just over £350,000 on 15 projects to help deliver the 70 actions in our Anti-Poverty Strategy. These projects included: running a Living Wage campaign, which raised the number of Cambridge employers accredited by the Living Wage Foundation to 50; helping to increase local membership of Credit Unions by 240 people (since October 2015) by creating an Advice Hub in the Council's Customer Service Centre and expanding local access points, and supporting an outreach advice service based in local GP practices that increased the incomes of 200 vulnerable people, entitled to claim benefits, by £486,000 so far.

£350,000 was spent on anti-poverty projects to help people living on low incomes

50 local employers continued to be accredited with the Living Wage Foundation

We said that we would support children and families who face greatest need in the city by providing opportunities to be included and engaged in the life of the city.

During the year we provided just over 3,000 free community lunches for families in the school holidays; ran a Summer Daze free programme of events involving 2,000 children and their families; targeted programmes for young people less likely to get involved in activities; improved our offer at Brown's Field Community Centre for families; promoted a Junior Savers project that has encouraged young people to open savings accounts with a Credit Union, and; funded cookery skills courses for 250 adults and children.

3,000 free community lunches were provided to low income families in school holidays

We said that we would ensure the impacts of welfare reform are managed smoothly and effectively to include the Council's local council tax reduction scheme; and work with the DWP to support residents with the implementation of Universal Credit.

12,000 children and young people attended ChYpPS sessions

Narrative Report

During the year we continued to support our customers affected by national welfare reforms and built strong external relationships to enable changes brought about by the reforms to be rolled out as smoothly as possible. We entered into a delivery partnership agreement with the DWP to triage and help local people affected by Universal Credit. We continued our Council Tax Reduction Scheme, giving a reduction to 6,500 people, and used Discretionary Housing Payments to provide support to 300 of the most vulnerable people. We contacted and assisted all of our tenants, monitoring any direct rent payments, and reduced evictions for rent arrears by nearly a third compared to the previous year. The Council was in the top 20 in terms of speed of processing in DWP's official statistics in the first part of the year.

300 of the most vulnerable people received Discretionary Housing payments to help them stay in their homes

6,500 people were awarded a Council Tax Reduction by the Council

We said we would review community-based activity and facilities, and work in partnership, to ensure that services support those in greatest need.

During the year we continued to offer activity programs, places to meet and a range of spaces for hire in our community centres. We began a review of community-based activities and facilities to ensure that they can support residents in the greatest need and reflect the growth of the city. An audit of citywide community facilities was completed and an assessment made of where there are gaps in provision and any duplication. A Community Centres Strategy has been drafted, which includes proposals that could see changes to seven of our eight community centres, and this is being consulted on with local communities and stakeholders.

137,000 visits to our community centres

We said we would ensure through the planning process that new developments include community and other facilities that make them high quality places to live.

During the year we continued to apply the Council's policies in respect of community facilities to ensure new provision and existing facilities meet community need. The Council is contributing towards the delivery of the North West Cambridge and Clay Farm community buildings.

We said we would work with partners to secure devolution of powers and funding from central Government, and expand joint delivery of public services.

During the year we came together with other councils in Cambridgeshire and Peterborough and other major public services in the area to develop a scheme with central government that devolved powers and functions to a new Combined Authority with a directly elected Mayor. The Cambridgeshire and Peterborough Devolution Deal will deliver substantial investment for the Combined Authority area of around £700m.

We said we would work in partnership with the new destination management organisation for Cambridge and the surrounding area to maximise the economic benefits from tourism to the city.

During the year we played an active part in the establishment of Visit Cambridge and Beyond, supporting the new destination management organisation in its work to attract visitors to the city and maximise the economic benefits to the city that they can bring within a sustainable model of tourism.

We said we would work with digitally excluded tenants and residents to enable them to access online services that improve their life chances.

During the year we continued to fund and sign-post social tenants to digital inclusion training being run by Cambridge Housing Society, Camsight and Cambridge Online. These organisations provided a total of just over 1,500 hours of direct support to 240 people interested in being online. 44 people expressed an interest in becoming Digital Champions in the city and helping other people access online services.

Narrative Report

We said we would continue to support vital citywide and local advice and support services for those most in need, provided by the Citizens Advice Bureau (CAB), our skilled council advisers and others. We will carefully target investments from our Sharing Prosperity Fund, and investigate expanding CAB outreach workers to other surgeries in communities of high need.

During the year we provided a £900,000 community grants programme to support voluntary and community groups engaged in reducing social and economic disadvantage for city residents with the highest needs. This included providing £200,000 of funding for the mainstream work of the Cambridge Citizens' Advice Bureau and other specialist advice providers.

£900,000 was paid in community grants to help voluntary and community groups deliver services to those most in need

2 Tackle the city's housing crisis and delivering our planning objectives

We said we would work with partner local authorities, Registered Providers and developers to build new homes across all tenures in accordance with the local plan, with a particular focus on maximising delivery of social rent housing.

During the year:

During the year 415 affordable housing completions, including growth sites, council land and other sites were delivered. Of these, 75 were provided by the Council for rent and shared ownership.

415 affordable Housing completions

We said we would develop a "General Fund Development Programme" to make the most of the Council's land to provide new market, social rented and – potentially - intermediate housing, at a range of sites including, for example: Mill Road Depot; and Park Street Car Park.

9 national awards for the quality of new developments

During the year a Supplementary Planning Document (SPD) was developed for the Mill Road Depot site following thorough community engagement. Proposals for this site and Park Street Car Park are being worked up and are being taken forward through the Council's new investment partnership with Hill – Cambridge Investment Partnership. The Council continued to work on a General Fund Development Programme to bring forward affordable housing.

We said we would continue to provide council housing, focusing on those most in housing need.

During the year we continued to manage and maintain over 7,000 homes in the city. Changes to social housing and welfare policy have had a significant impact on how we do this and caused us to review this service and change the way it is managed, minimising as much as possible the impact on our tenants. Many of our tenants are vulnerable and our Tenancy Sustainment Service supported 71 clients in keeping their tenancies in the year, many of whose primary need was for mental ill health support.

7,000 homes continued in Council management

71 tenancies were sustained that otherwise may have been lost

We said we would provide housing advice to reduce, and help prevent, homelessness by offering early advice on alternative housing options.

In conjunction with partner agencies, the Council worked hard to prevent homelessness in a record number of cases in the year. Advice or alternative accommodation was offered to nearly 1,000 households facing this threat.

We said we would encourage private landlords to deliver good standard, energy-efficient housing and tackle those who do not.

Narrative Report

During the year we investigated 340 complaints about housing standards and empty properties and served 29 enforcement notices. Four landlords were successfully prosecuted for fines and costs amounting to just under £34,000 and we administered one formal caution in relation to Housing Act offences. We also helped bring back into use 72 empty homes and trained 50 landlords in good housing management practice. Through the Green Deal for Communities we carried out £500,000 of work installing 106 measures in 75 private rented sector properties.

72 empty homes were brought back into use

We said we would support health and social care partners to deliver effective community and home based support.

During the year we continued to provide care and support for people living in our sheltered housing scheme at Ditchburn Place. We also made a number of intermediate care flats available in the year to the County Council for use by Addenbrookes Hospital to help relieve pressure on their bed spaces, while individuals wait for community based care and support.

We said we would seek to secure target of 40% affordable housing in new developments through the planning application process.

During the year we continued to secure the Council's adopted policy of 40% affordable housing on sites of 15 or more dwellings in the majority of instances, with 415 affordable housing completions.

We said we would support the local plans through the examination process to adoption and then joint implementation with partners, particularly in partnership with South Cambridgeshire District Council.

During the year we continued to defend the Council's Local Plan at Examination in public hearings, working closely with South Cambridgeshire District Council.

We said we would ensure planning applications are dealt with within target timescales and resources.

During the year we met the Government's target timescales for all planning application types and dealt with nearly 1,500 planning applications.

We said we would develop further the Cambridge City Housing Company.

During the year we transferred 23 properties from a developer into a Housing Company we set up to purchase and market properties to enable them to be let as intermediate housing at sub-market rents.

We said we would work with our partners in the City Deal through the shared Housing Development Agency to deliver additional affordable homes for market sale and rent on sites in and close to Cambridge.

During the year the Greater Cambridge Housing Development Agency (HDA) completed schemes in both the city and across South Cambridgeshire totalling 274. 143 of these were Affordable Housing (social rent, Affordable Rent, shared ownership) and a further 29 let at rents at 80% of market value. The rest of the housing was for market sale.

75 new homes for social renting were provided by the Greater Cambridge Housing Development Agency (HDA)

We said we would seek ways to continue building new City Council homes.

During the year we secured £70m of housing grant for Cambridge, as a part of the Devolution Agreement, to start to build at least 500 new Council homes over the next five years. This will be topped-up by Right to Buy receipts and will enable the Council's new house building programme to continue. The Cambridge Investment Partnership will be the main delivery vehicle for this programme.

£70,000,000 was allocated for affordable housing in Cambridge as part of the "Devolution Deal"

Narrative Report

We said we would work with our statutory and voluntary sector partners to reduce street-based homelessness.

During the year we put in place a new Homelessness Strategy and action plan to show what the Council and its partners want to achieve in tackling rough sleeping. A “Homelessness Summit” was convened where partners agreed a joint “Rough Sleeping Statement” to better work together. We also secured funding through the government’s Homelessness Prevention Trailblazer Fund to build on and develop a co-ordinated multi-agency approach and helped launch Cambridge Street Aid, a fund, administered Cambridge Community Foundation, to support homelessness charities and other community groups to get a person off, or stay off, the streets.

£390,000 was won to deliver the Homelessness Prevention Trailblazer project

£6,000 was raised by the public to support Cambridge Street Aid

3 Make Cambridge safer and more inclusive

We said we would work to make the city a safer, more inclusive and welcoming place by promoting equality and diversity advice and events.

During the year we continued to fund and support free community events that promoted community pride and cohesion in the City, such as the Big Weekend (which had an estimated attendance of 30,000 people), Cherry Hinton Festival, Strawberry Fair and Mill Road Winter Fair. We also worked in partnership to deliver a programme of free events to celebrate diversity.

During the year:

30,000 people attended the Big Weekend event

We said we would work with County Council, Police and local residents and businesses to tackle anti-social behaviour issues, including littering, alcohol-related incidents, fly tipping and nuisance punt touts.

During the year we dealt with 300 cases of anti-social behaviour, 154 of which involved intensive casework. Our Environmental Health team received 1,856 complaints relating to noise nuisance and served a total of 35 abatement notices, with six successful prosecutions where notices had not been complied with. We also extended the Public Spaces Protection order prohibiting the consumption or possession of an open container of alcohol on Mill Road cemetery, Petersfield Green and the front garden of Ditchburn Place.

300 cases of anti-social behaviour were dealt with

We said we would ensure that Council departments, and the partners who deliver services on our behalf, meet high standards in protecting children and adults through our safeguarding activity.

Council officers submitted over 60 referrals to the Multi-agency Safeguarding Hub (MASH) to look at safeguarding issues. Safer recruitment and safer procurement/contract management has become embedded in our organisation and staff have been briefed on the requirements of Care Act. We also updated our safeguarding policy for protecting children to reflect legislative, agency and procedural changes and tailored our training offer to our different staff groupings and outside bodies to make it more relevant to them.

We said we would fund overnight street lighting across Cambridge that would otherwise have been lost, to reduce the risk of crime, reduce the fear of crime, and contribute to the wider safety of people travelling during the night or starting their journeys early morning.

The Council provided a grant to the county council to increase the brightness of street lighting in Cambridge between 10 pm and 2 am, in response to concerns about the safety of residents.

4 hours of brighter street lighting every evening was funded between 10 pm to 2 am

Narrative Report

We said we would upgrade CCTV, including relocatable CCTV, to continue its vital contribution to making Cambridge safer. We will target areas of the city which experience most crime or anti-social behaviour.

We committed to purchase six new mobile CCTV units for use in Cambridge. The new cameras are lighter, easier to maintain, have better transmission and picture quality and can be quickly deployed to “hotspots” in the City. The Council’s Safer Communities team will handle requests for use of these cameras.

We said we would follow up the consultation on the proposed Public Spaces Protection Order to achieve effective measures to tackle anti-social behaviour from punt touts.

During the year we put in place a Public Spaces Protection Order (Touting) 2016 that prohibits verbally advertising or soliciting for custom or otherwise touting for a punt tour or the hire or use of punt boats or similar craft on the River Cam. Since then, 27 fixed penalty notices have been issued for breach of the order and one person has been prosecuted for non-payment.

27 fixed penalty notices issued to “Punt Touts”

We said we would implement the Mental Health Concordat in partnership with other organisations, refocusing council service delivery on the needs of residents experiencing mental health issues.

During the year we continued to work with the Mental Health Concordat’s delivery team to help create a seamless pathway for local people in mental health crisis, with specific emphasis on prevention and intervention. We developed stronger joint working between our housing and homelessness services and partners with the introduction of a Dual Diagnosis Street Team in the City and the Trailblazer project to help support local people in mental health crisis.

We said we would continue to prioritise the prevention of domestic violence and sexual exploitation, in line with the city’s White Ribbon status. We will work with partner organisations to achieve this.

During the year we were re-accredited by the White Ribbon Campaign for another two years. Our joint work with partners has included organising local events for the Cambridge Community Forum on Domestic and Sexual Violence/Abuse and supporting local “Tough Love” performances to raise awareness about coercive control and domestic abuse in the intimate relationships of teenagers. Cambridge Community Safety Partnership has commissioned research into this area.

We said we would continue to re-home homeless Syrian refugees, working with the Home Office and the network of East region councils. Work with Cambridge partner organisations, including the Cambridge Ethnic Community Forum and Cambridge Refugee Resettlement Campaign, and complete a survey of refugee and asylum seeker numbers and needs in Cambridge.

During the year we continued to play a role in the settlement of Syrian refugees in Cambridge and the surrounding districts as a part of the implementation of the Syrian Vulnerable Person Resettlement Scheme. Since 2015 the Council has helped settle 49 people.

49 refugees were settled under the Syrian Vulnerable Person scheme

We said we would review the Council’s approach to public engagement in formal council meetings and decision-making.

1,200 people attended Council decision-making meetings

During the year we looked at our various methods of involving local people in our formal decision-making meetings and concluded that whilst we were doing well in terms of the variety of methods used and the numbers of people participating we could do more to raise awareness of the opportunities we offer for local people to get involved. We are putting in place the actions agreed in the review to improve public awareness of our decision-making and ways to participate.

425 questions were asked by the public at Council decision-making meetings

Narrative Report

We said we would review the role of people under eighteen in decision making and having a say on the delivery of council services that affect them.

During the year we put in place a specialist project worker to talk to young people about how they wanted to engage with the Council and the issues that they wanted addressed. After four "Agenda Days" plus additional summer activities the children and young people involved presented their findings to each of our area committees. We also supported 30 children in an event in the Guildhall as part of national "Take-Over-Day".

30 young people took over the Guildhall as part of "National Take-Over Day"

4 Invest in improving transport

We said we would work in partnership to deliver the City Deal infrastructure schemes and other transport measures that support the sustainable growth of Cambridge by reducing traffic congestion and increasing pedestrian, cycle and public transport use; and by securing additional investment from Government, transport operating companies and others.

During the year:

During the year we worked with our City Deal partners towards the delivery of a programme of transport infrastructure improvements to support the sustainable growth of Greater Cambridge. A number of priority schemes were identified to provide early benefits to residents and commuters in Greater Cambridge and consultations began on these, which included: Cambourne to Cambridge - better bus journeys; The Chisholm Trail; Cross City Cycling; Milton Road; Histon Road; City Access - Call for Evidence; Western Orbital; A1307, Three Campuses to Cambridge, and; other key transport projects.

2,569,197 cars used the Council's car parks

We said we would manage off-street parking that supports business and residents' needs, investing in modernised payment systems and improved energy efficiency and developing a partnership with the County Council's parking and enforcement roles.

3,140,000 people used Park & Ride

During the year parking enforcement continued under the agency agreement between the Council and Cambridgeshire County Council. A new Resident Parking Policy was approved and the County Council is currently preparing consultations on its first six zones. The roll-out of parking payment equipment across all Council run car parks, excluding Park Street, to offer contactless payment options to our customers was delayed in the year and will now occur in October 2017.

We said we would work with Cambridge Business Improvement District, local retailers and businesses and City Deal partners to develop a plan to reduce delivery vehicle movements in the city centre.

4,100 people walked to work

During the year as partners in City deal, we continued to make progress with the City Access project, which is looking at ways to improve traffic movements within Cambridge and encourage a shift away from private cars, to realise benefits such as reduced congestion and delays, improved air quality, and an improved environment for walking and cycling.

We said we would continue to deliver improved cycle routes, including the Chisholm Trail, other cross-city cycling initiatives and related cycling improvements.

13,000 people cycled to work

During the year we continued to work with the County Council and other stakeholders to deliver and improve cycling routes, including the Chisholm Trail project and other inter-related work on the Chesterton bridge project. The City Deal Cross-City Cycling project, consisting of five schemes, started to be delivered in the year and approval was given to the development of up to 12 cycling 'greenways' in Cambridge and South Cambridgeshire.

Narrative Report

We said we would work with the County Council, Network Rail and private sector partners on proposals for an Addenbrookes' Rail Station and for the May 2017 opening of Cambridge North station - projects requiring integration with improved bus and cycle options. We said we would also work to improve Cambridge rail station and to secure wider additional investments in the rail network benefitting Cambridge and Cambridgeshire.

During the year we worked in partnership with Network Rail and other stakeholders to ensure the timely opening of Cambridge North Station, including improved bus and cycle options. We engaged with Network Rail and other stakeholders on both Cambridge North and Cambridge railway stations to ensure a joint approach to travel planning. Local partners have also been working with the rail industry to consider potential plans for a station by Cambridge Biomedical Campus, which is contained within the Transport Strategy for Cambridge & South Cambridgeshire.

5 Protect our City's unique quality of life

We said we would provide swimming, sport facilities and leisure services that are accessible to everyone, targeting our resources on promoting healthy lifestyles to address health inequalities.

During the year:

During the year we invested in Christ's Pieces Tennis courts and worked with Park Tennis to provide free tennis courses. New run routes around Cherry Hinton Hall, Coldhams Common and Jesus Green were launched. Swimming at all the pools remained busy with numbers increasing at Jesus Green Lido. Summer saw record attendances at the Sports Zone in the Big Weekend and the Street Games programme ran over 300 sessions with more than 5,000 attendances throughout the year. Free exercise referral courses, which just over a 100 people completed, in particular helped promote healthy lifestyles.

790,000 people visited our sports facilities
5,000 people attended our Street Games programme

We said we would engage a greater proportion and diversity of residents in the arts and cultural life of Cambridge.

During the year we developed, with partners, the "My Cambridge" cultural education partnership. This focused on increasing cultural engagement for children and young people through targeted work, especially with those less likely to engage. We also delivered the "The Cambridge Case for Diversity" event bringing together arts, cultural and equalities groups to explore how to increase the diversity of our work. We also worked with Cambridge Live and through our community grants programme to increase participation in the cultural life of the City.

3,000 children from low income families attending our free swimming programme

We said we would provide funding and targeted advice to voluntary organisations, prioritising projects that tackle inequality.

118 voluntary and community groups funded

During the year we funded 118 voluntary and community sector groups who delivered 171 services and activities to support vulnerable people. In particular Cambridge & District Citizens Advice Bureau was allocated £200,000 for the provision of free generalist legal and specialist debt/money advice. An additional £50,000 was given for a specialist welfare rights casework service.

We said we would deliver capital projects that will enhance community infrastructure and quality of life for city residents in new and existing communities.

During the year we invested in improving the quality of our public open spaces across the city to enhance community cohesion and quality of life for residents, and visitors. Projects completed in the year included: implementation of city-wide 20mph speed controls; cycling and traffic calming improvements in Water Street and Fen Road, and; wildlife and biodiversity improvements at Nightingale Rec, Cherry Hinton Hall and Sheep's Green.

Narrative Report

We said we would involve communities in the planning, development and management of community assets, including public land and buildings.

98% of relevant land and highways assessed as being cleaned to an acceptable level

During the year we continued to ask local people what they thought about changes and improvements to our services, including the way we develop and manage community assets. The Council applied its Consultation Code of Best Practice to help ensure that our consultations focus on openness; accessibility and inclusiveness; and transparency and accountability. We ran 40 consultations in the year.

We said we would maintain a high quality and accessible city centre environment by working with the County Council, Cambridge Business Improvement District and local retailers and businesses.

During the year we continued to work closely with local retailers and businesses involved within the Cambridge Business Improvement District and other stakeholders with an interest in the City Centre to maintain a high quality and accessible City Centre environment. One initiative was the development of a policy to manage the use of "A-boards" in the City Centre.

We said that we would ensure that valuable green, natural and historic assets well-used by visitors and residents are protected and improved through the planning process.

During the year we continued to apply the Council's policies on protection and enhancement of the historic and natural environment. Joint working took place on: redevelopment of the galleries and improving facilities at Kettles Yard Museum; remodelling of the University Arms hotel at Parker's Piece, and; adaptations to the Listed Cambridge Railway Station building as centre piece of CB1.

We said we would ensure that growth that balances economic success with quality of life and place (including in the design of new buildings) is supported, as set out in the current and emerging local plan strategy

During the year we participated in Examination in Public Hearing Sessions on the emerging Local Plan, policies on design, open space and the historic and natural environment, to defend the Council's position on the quality of life and place in the City. We encouraged the quality of the design of new buildings through the co-organising and sponsoring the Cambridge Design & Construction Awards.

We said we would work with Cambridge Live, Cambridge BID and Visit Cambridge & Beyond to develop and deliver a programme of outdoor public events and activities and to maximise the economic benefits from visits and tourism.

7.4m visitors came to Cambridge

During the year we supported Cambridge Live, Cambridge BID and Visit Cambridge & Beyond in the development and delivery of a number of public outdoor events and activities, including Mill Road Winter Fair, North Pole area and additional Market events.

We said we would implement the Council's new tree strategy and existing Council initiatives for improving tree numbers and quality, including increased promotion of the council's Trees for Babies scheme. We also said we would seek clarity and partnership working from the County Council in order to retain and improve roadside tree provision.

During the year we put in place our new tree strategy that showed how we will protect and manage our trees. We planted 220 new trees on our land and our "Free Trees for Babies" scheme provided 230 trees in the year to parents. We continued to work in partnership with the County Council in managing its 10,000 street trees, which grow in pavements or road verges along the city's roads and streets, undertaking inspections, commissioning works and planting replacements. We did not achieve a formalised arrangement in the year that clearly sets out levels of funding, responsibilities and liabilities.

220 new trees were planted
30,000 trees managed by tree team

Narrative Report

6 Protect essential services and transforming council delivery

We said we would develop, and start implementing, our Office Accommodation Strategy, working with shared service partners to achieve cost and carbon savings.

During the year:

During the year we started to consolidate our office accommodation at The Guildhall, Mandela House and 171 Arbury Road and began to relocate services previously based at Hobson House and Mill Road Depot to reduce our costs and to free up our Mill Road site for future redevelopment.

We said we would generate more income from the commercial property portfolio through investment in new and existing property.

During the year we agreed terms to acquire two new commercial properties that will generate an additional income for the Council of nearly £475,000 a year.

We said we would implement, monitor and review shared ICT, Building Control and Legal Services.

98% of Council Tax collected

During the year the 3C Shared Services partnership between Cambridge City Council, South Cambridgeshire Council, Huntingdonshire continued to embed and develop the services to meet the needs of its customers. Permanent Heads of Service were put in place to provide leadership and work was carried out to meet savings targets, although a shortfall in staffing meant that these were not achieved in the year.

99% of Business Rates collected

We said we would review existing, and explore new, opportunities for shared services.

During the year we established a shared Internal Audit Service with South Cambridgeshire Council and sought to appoint a single Head of Service. The recruitment in the year failed to find a suitable appointment to the post. A Joint Director of Planning and Economic Development for Cambridge City and South Cambridgeshire Councils was appointed. The shared Waste Service was put in place.

We said we would review current commercial activities and skills and invest in further developing them.

During the year we carried out a review of our procurement activity and this identified a number of areas where there were potential saving opportunities through the re-procurement of our contracts. The re-tendering for the Council's heating and maintenance contract delivered savings of around 25%. Refresher training was delivered on procurement and commercial training courses to our staff to develop and increase the level of skill and expertise in this area.

We said we would develop new business models to deliver sustainable commercial revenue streams to support essential council services, using the Council's "invest for income" fund where appropriate.

During the year we created a new post of Head of Commercial Services to develop sustainable commercial revenue streams to support essential council services, using the Council's "invest for income" fund where appropriate. A restructure of our Bereavement Services was completed, and a review of our Fleet Service carried out, which relocated from our Mill Road depot to new facilities at Dickerson Industrial Estate, Waterbeach, with the aim of increasing its income from commercial fleet maintenance contracts.

We said we would establish a new operational depot for our Streets & Open Spaces and Estates & Facilities.

Narrative Report

During the year we developed proposals to relocate our present operational depot for Streets & Open Spaces services and Estates and Facilities services to the former Park and Ride site at Cowley Road. Relocation did not happen in the year as planned.

We said we would achieve service improvements and efficiencies by carrying out a comprehensive service review of Streets and Open Spaces.

During the year we undertook a review of our Streets and Open Spaces service. The findings of the review will be discussed by a Council scrutiny committee in early 2017/18 and a decision taken about the way forward.

We said we would ensure customer contacts and queries are managed in a prompt, efficient and responsive way, adopting new self-service technologies to enable customers to access services 24/7.

During the year we received just over 270,000 contacts at our Council's Customer Services Centre. The adoption of new self-serve technologies improved our performance with a better call answer rate of 86.3% of calls answered and lower customer waiting times.

270,000 contacts made with our Customer Service Centre

85% of calls to our Customer Service Centre were resolved at first point of contact

We said we would explore joined up working with neighbouring councils to deliver better services and results for Cambridge residents and businesses and deliver greater efficiencies.

During the year we prepared to put in place a new financial management system that will reduce our operational costs by replacing the three separate finance systems used by Cambridge City, South Cambridgeshire and Huntingdon District Councils. We also agreed an interim arrangement for a shared Head of Housing Management with South Cambridgeshire Council.

We said we would seek to protect residents' services despite the expected loss of 100% of the Council's core grant by 2020. We will develop and implement our 'Plan for 2020', a four year plan linked to obtaining funding certainty from the Government.

During the year we produced an efficiency plan covering four financial years to 2020/21 that led the Government agreeing to provide the Council with certainty about the minimum grant and other support to be received over the next years to 2020. We plan to save £1.7m by 2022.

We said we would support the case for Cambridgeshire and Peterborough to jointly manage all the business rates generated in the county to tackle inequality across the county, and address the infrastructure and affordable housing deficit which is a risk to sustainable growth.

During the year uncertainty remained around business rates as the Government continued to develop the 100% business rates retention scheme. As a part of discussions with the Government about the powers and functions that could be devolved to a Combined Authority, the case for jointly managing all the business rates generated in the county was raised. This has not yet been agreed by the Government.

We said we would press Government to retain the New Homes Bonus because providing additional new housing depletes council finances and the New Homes Bonus offers some compensation for these extra costs, ensuring that future growth is sustainable.

During the year we received £6.3m in New Homes Bonus from the Government. We responded to the Government's consultation on proposed reforms to the New Homes Bonus scheme asking that the scheme remain unchanged, to help the Council recover the extra costs in providing services to new communities, ensuring future growth is sustainable. The Government decided in December 2016 to reduce the value of New Homes Bonus funding.

Narrative Report

We said we would seek the best devolution settlement with Government, in partnership with other Cambridgeshire councils, the Greater Cambridge Greater Peterborough Enterprise Partnership and others.

During the year we worked in partnership to achieve the best possible devolution settlement for Cambridge and Cambridgeshire, with the Government. The Council and its partners agreed to the establishment of a Combined Authority and work continued in the year to finalise arrangements and implement this decision. Mayoral elections took place in May 2017.

We said we would explore opportunities to develop further the Council's investment strategy in property, housing, energy efficiency and renewable energy projects.

During the year we continued to deliver, as part of our Carbon Management Plan, an on-going programme to improve energy efficiency and reduce carbon emissions in our estate. We carried out a comprehensive Private Sector House Condition Survey and will continue to support private landlords to deliver good standard, energy efficient housing, and to use enforcement to tackle those who do not.

600 households took up energy efficiency measures through Action on Energy scheme

7 Tackle climate change, and making Cambridge cleaner and greener

We said we would implement the actions in our Climate Change Strategy, reducing emissions from our own estate and our property portfolio.

During the year:

During the year we replaced lighting at the Grand Arcade and Grafton East car parks with low energy LED lighting and motion controls. This is expected to reduce electricity consumption by over 40%, reducing the council's carbon emissions by approximately 280 tonnes of carbon every year. We also purchased electricity for our buildings through a green energy tariff which comes from 100% renewable sources, developed a Sustainable Housing Guide and worked with partners in the Cambridge Sustainable Food network to achieve Sustainable Food City status for Cambridge.

280 tonnes of carbon a year was saved by when we installed efficient lighting at two of our car parks

We said we would work with residents, businesses and other organisations to reduce emissions in the city; including working with coach, bus and taxi operators to reduce vehicle emissions harmful to public health.

100% of the electricity used in our buildings was from renewable sources

During the year we prepared for a transition to a low-emission taxi fleet to ensure that over the next 10 years all Cambridge licenced taxis and private hire vehicles will become either Electric or Hybrid powered when their licenses are renewed. Alongside this a successful bid was made to central government for £426,000 to provide an electric vehicle charging infrastructure for taxis.

£426,000 of funding won for providing electric vehicle charging points for taxis

We said we would adapt further to the impacts of climate change to increase the city's ability to cope with extreme weather, particularly for the most vulnerable.

During the year we worked with other local authorities to inform the next National Adaptation Programme (NAP), with a particular focus on the built environment. The Council's new tree strategy was completed and we started to gather information for residents on how to reduce health risks during heat waves to prevent over-heating.

We said we would work with local residents and businesses with the aim of increasing waste recycling rates and reduce total waste generated per capita.

During the year we collected just over 20,000 tonnes of materials for recycling from the blue and green bins and recycling points across the city. Some 55 tonnes of bulky rubbish was also collected at community clear-up days and we continued to promote recycling for local people through campaigns such as "Love Food – Hate Waste".

20,000 tonnes of recycling materials collected

Narrative Report

We said we would provide high quality Green Infrastructure (GI) that enhances residents' quality of life.

During the year we continued to apply the Council's policies in respect of open space and recreation facilities to ensure new provision and the protection of existing green infrastructure. Large scale open spaces are currently being delivered on urban extensions.

We said we would ensure that new developments meet the council's policies for sustainable construction and energy and water efficiency.

During the year we continued to apply the Council's policies and supplementary planning document on sustainable construction and energy and water efficiency. Developments have been built to Code for Sustainable Homes Levels 4 – 5 and BREEAM. Bespoke sustainability frameworks have also been developed for University of Cambridge sites and Phase 2 of the Cambridge Biomedical Campus.

We said we would ensure that new developments provide the open space and recreational facilities that residents need.

During the year the Trumpington Meadows country park opened and other open space areas within Trumpington Meadows and Clay Farm were set out. At the North West Cambridge (University) development substantial progress was made on the western edge with the strategic open space area. A range of open space areas and allotments were also laid out on the Bell School (Nine Wells) development, which will be transferred to the Council in due course.

We said we would implement and develop the shared waste service with South Cambridgeshire DC.

During the year, as the shared waste service was put in place, bin rounds changed for 80% of residents to take into account the removal of demarcation boundaries restricting refuse vehicle movements between the local authorities. As a result refuse vehicles started to drive fewer miles on collection rounds, which may result in substantial savings in the future.

We said we would improve the general cleanliness of streets and open spaces, with greater public input on cleaning and enforcement decisions to target Cambridge's most challenging locations.

During the year we committee to purchase six new mobile CCTV units for use in Cambridge. The new cameras are lighter, easier to maintain, have better transmission and picture quality and can be quickly deployed to "hotspots" in the City. The Council's Safer Communities team will handle requests for use of these cameras. We also undertook an audit of our public space CCTV, which will be used to secure capital investment to upgrade the existing camera stock and associated network connectivity.

We said we would review and improve cleanliness of streets and public open spaces and provide greater opportunities for the public to influence decisions on cleansing and enforcement in order to target Cambridge's most challenging locations.

During the year we continued to present Environmental Reports to our area committees to allow residents to tell us about their priorities for improving the cleanliness of their streets and open spaces and for us to act on these. We also completed a review of this service and will be proposing further actions to improve cleanliness. In the year we removed 44 abandoned cars and 30 untaxed vehicles from the 459 cases that we investigated. Waste was collected from over 900 litter bins and more than 200 dog fouling bins across the city. We routinely maintained over 1million square metres of grass on parks and open spaces.

44 abandoned cars were removed
900 litter bins were emptied by us in our parks and open spaces
1,000,000 m² of grass on parks and open spaces regularly maintained

We said we would work with the police to identify the small number of people responsible for repeat graffiti around the city, and tackle this costly anti-social behaviour.

Narrative Report

During the year we investigated and responded to 900 incidents of graffiti and 2130 incidents of fly-tipping. We helped to identify hot spots and gave “profiles” of regular graffiti artists to the Police to help identify the small number of people responsible for repeat graffiti around the City. We also arranged remedial work for offenders to help reinstate the environment to its previous condition.

900 incidents of graffiti were responded to

2,130 incidents of fly-tipping were responded to

Narrative Report

Review of Financial Performance 2016/17

Revenue Spending and Income

General Fund Services

For 2016/17, the Council agreed a budget for net spending by committees of £20.1 million. The Council Tax for City Council services was set at £181.75 for Band D properties. The outturn figures, as reported to members, do not reflect a number of statutory accounting adjustments made at the year end or the presentational requirements of the Code of Practice. These accounting adjustments do not impact on the level of General Fund Reserves.

The table below compares the outturn figures by portfolio for the General Fund with the revised budget.

(£000s)	Final Budget	Actual	Difference
Communities	7,378	7,228	(150)
Streets and Open Spaces	6,213	6,187	(26)
Environmental Services and City Centre	4,339	4,511	172
Planning, Policy and Transport	(621)	(933)	(312)
General Fund Housing	3,348	3,195	(153)
Finance and Resources	(5,288)	(5,943)	(655)
Strategy and Transformation	4,706	3,800	(906)
Total Portfolio Expenditure	20,075	18,045	(2,030)
Capital accounting adjustments	(6,155)	(6,154)	1
Capital Plan Expenditure Funded from General Fund Reserves	1,787	2,254	467
Contribution to NNDR earmarked reserve – recovery of deficit in future years	0	375	375
Total	15,707	14,520	(1,187)
Financed by:			
Revenue Support Grant	(1,954)	(1,954)	0
New Homes Bonus	(6,332)	(6,332)	0
Non-domestic rates share - net income	(4,260)	(5,674)	(1,414)
Non-domestic rates reliefs - compensatory government grants	(449)	(337)	112
Other grants	0	(60)	(60)
Council Tax	(7,352)	(7,352)	0
Net contributions to/(from) earmarked reserves – before year end accounting adjustments	7,943	7,789	(154)
Contributions to/(from) General Fund Reserves	(3,303)	(600)	2,703
Total	(15,707)	(14,520)	1,187

Narrative Report

The Council's actual net portfolio revenue expenditure was £2,030,000 less than the final budget set for the year. A variety of factors contributed to this overall position including overachievement of income on car parks, commercial property and bereavement services totalling around £600,000, and an underspend on staff costs (net of agency costs) of around £700,000.

Under statutory regulation the amount of business rates credited to the General Fund in 2016/17 is based on an estimate, with any resulting difference being recovered from the General Fund, or paid to it in future years. Taking into account the levy payment due to central government for the year on growth above the assumed baseline, the charge for recovery of previous years' deficits and business rate relief compensatory grants from central government, the income credited to the General Fund was £1,302,000 above the budget. However, £375,000 will be paid back to the Collection Fund in future years and this has been set aside in an earmarked reserve. £575,000 of the overachievement of business rates income was in respect of money earned by the city under the Cambridgeshire growth pilot.

Overall, a net contribution from General Fund reserves of £600,000 was made against a budgeted use of reserves of £3,303,000. At the 31 March 2017 the reserve stood at £15,412,000.

As noted above the outturn presentation differs from that required by the Code for the Statement of Accounts. The following table reconciles the difference between the total spend as reported at outturn with the amount chargeable to the General Fund as presented in the Expenditure and Funding Analysis:

(£000s)	As reported at outturn	Depreciation	Interest and property income reported below net cost of services in the Statement of Accounts	Other	Net amount chargeable to the General Fund as per Expenditure and Funding Analysis
Communities	7,228	(1,856)	67	(71)	5,368
Streets & Open Spaces	6,187	(951)	313	(239)	5,310
Environmental Services & City Centre	4,511	(568)	204	(50)	4,097
Planning, Policy & Transport	(933)	(149)	(2,420)	657	(2,845)
General Fund Housing	3,195	(62)	79	187	3,399
Finance & Resources	(5,943)	(2,510)	9,497	288	1,332
Strategy & Transformation	3,800	(42)	90	851	4,699
Net cost of Services	18,045	(6,138)	7,830	1,623	21,360

Narrative Report

Housing Revenue Account

The table below compares the final outturn figures (before statutory accounting adjustments) for the HRA as reported to Housing Scrutiny Committee in June 2017, with the final budget for 2016/17.

(£000s)	Final Budget	Actual	Difference
Dwellings Rents and Other Income	(40,882)	(41,295)	(413)
Expenditure	25,934	24,203	(1,731)
Net cost of HRA services	(14,948)	(17,092)	(2,144)
Interest receivable on HRA balances	(354)	(490)	(136)
Loan Interest	7,523	7,503	(20)
Depreciation adjustment (transfer from Major Repairs Reserve)	(1,457)	(1,013)	444
Revaluation loss on non-dwelling assets	0	135	135
Direct Revenue Financing of Capital	10,758	10,569	(189)
Contributions from HRA earmarked reserves to General HRA reserves – before statutory adjustments	0	0	0
(Surplus)/deficit for the year	1,522	(388)	(1,910)

The variance on the depreciation adjustment of £444,000 compensated for a reduced depreciation charge included in the expenditure line, recognising that fewer properties were depreciated than anticipated following delays in the new build delivery programme.

Income was over-achieved, which was predominantly due to contractual compensation received for lost rent, as a result of delays in delivery of some of the new build programme.

There was a significant underspend in repairs and maintenance, a large proportion of which resulted from the planned maintenance and gas servicing programme, with the latter being due to savings delivered by a new servicing and maintenance contract.

Employee related costs were lower across the HRA than budgeted, due to vacancies being held pending service restructures, and the HRA's contribution to corporate change projects was less than anticipated in 2016/17.

There was an underspend on direct revenue funding of capital of £189,000, all of which has been rephased into 2017/18. Overall the outturn position was a contribution to HRA reserves of £388,000 against a budget that assumed a contribution from reserves of £1,522,000. HRA reserves stood at £10,179,000 at 31 March 2017.

The net cost of HRA services as reported at outturn of £17,092,000 differs from that reported in the Expenditure and Funding Analysis of £16,840,000 due to the differing treatments of movements in HRA earmarked reserves, non-dwelling revaluation losses and investment property income.

Earmarked Reserves

There was an overall increase in General Fund earmarked reserves of £5,590,000 in 2016/17. This reflected a number of factors including a net contribution of £2,582,000 to support the

Narrative Report

transformation of the Council's office accommodation and contributions of £3,166,000 and £1,000,000 respectively to the City Deal and Invest for Income earmarked reserves.

There was an overall increase in HRA earmarked reserves of £275,000.

Capital Spending and Receipts

In 2016/17 the Council spent £29,278,000 on property, plant and equipment. Of this £7,533,000 was on major repairs and improvements to council dwellings, £1,154,000 on vehicles, plant and equipment and £19,053,000 on assets in the course of construction. Of the assets in the construction spend £12,719,000 was on new housing developments. £13,451,000 was transferred from assets in the course of construction to HRA dwellings on completion of new homes, including on sites at Homerton, Colville Road and Aylesborough Close.

Expenditure on assets in the course of construction also included £2,891,000 on the new multi-agency community centre the Council is constructing at Clay Farm and £1,069,000 on homes constructed to be let at intermediate market rents at Aylesborough Close and Water Lane, which are being managed by Cambridge City Housing Company, a wholly owned subsidiary of the Council. £6,355,000 of expenditure on these properties was transferred from Assets Under Construction to Assets Held for Sale and then disposed of to the company on assignment of the build contracts during 2016/17.

Capital receipts continue to be generated through the sale of land, council houses, shared ownership dwellings and other property. The Council received £18,006,000 in the year of which £6,355,000 was in relation to the disposal of properties to Cambridge City Housing Company. £1,534,000 of housing receipts had to be paid over to central government.

The Council also reached agreement to vacate Hobson House during 2016/17 and will receive a share of proceeds on the eventual redevelopment of the building. It expects to continue to occupy the premises under a short term lease until March 2018, when the refurbishment of Mandela House will be completed.

The Council's future commitments under capital contracts are detailed further in Note 19 to the accounts.

Assets

Just as in the private sector, changes in the values of Council-owned property are reflected in the accounts each year. As a result of asset revaluations and the capital expenditure discussed above (and net of asset disposals) the value of Property, Plant and Equipment decreased by £1,771,000 to £771,034,000 and the value of Investment Property increased by £9,432,000 to £153,706,000 as at 31 March 2017. Although these movements appear significant, it should be noted that revaluation increases and decreases are not realised until assets are disposed of.

Liabilities

The Council did not need to undertake any new external borrowing during the year. The external debt of £214 million shown in the Balance Sheet at the end of the financial year relates to borrowing undertaken in 2011/12 to meet a one-off debt settlement payment to Central Government in relation to new Self-Financing arrangements for the Housing Revenue Account.

Narrative Report

The Council's share of the assets and liabilities of the County Pension Fund show an estimated net liability of £114.0 million at 31 March 2017. This liability has no impact on the level of the Council's usable reserves.

The net pension liability has increased this year by £7.3 million. This net figure reflects a number of factors including a reduction in the discount rate used by the actuary to estimate the Council's scheme liabilities which increased the liabilities by £46.0 million and a higher than expected return on plan assets which increased the Council's share of Fund assets by £32.4 million. Further information on this change and relating to the assets, liabilities, income and expenditure of the Council's pension scheme is presented in note 37.

Cashflows

The balance of cash and cash equivalents at 31 March 2017 was £15,015,000. This excludes the Council's investments in fixed term deposits and other longer term investments which are detailed in note 23. Further information on cashflows for the year can be found in the cashflow statement and accompanying notes.

Council Staff

The number of staff employed by the Council fell during the year from 800 full time equivalents at 31 March 2016 to 725 at 31 March 2017. This net reduction reflects the transfer of staff to South Cambridgeshire District Council as part of the shared waste service.

Group Performance

As noted above the Council is presenting Group accounts for the first time this year. Cambridge City Housing Company (which is 100% owned by the Council) commenced trading in May 2016 and rents a portfolio of 23 homes at intermediate market rent. There were delays in the handover of the properties from the developer which impacted on the revenues earned in 2016/17, but the majority of the properties are now let.

The Group accounts show the consolidated performance of the company and the Council, eliminating transactions between the two.

Looking ahead to 2017/18

The new community centre at Clay Farm is expected to open later this year, following delays in the construction.

The Council added to its investment property portfolio with two further properties in Huntingdon and Peterborough being purchased in April 2017, and these are expected to generate significant additional revenues in 2017/18.

The Council will continue to develop and explore further sharing of services with South Cambridgeshire District Council. Work will continue on readying premises in Cowley Road to facilitate the plan to vacate the Mill Road depot site, in addition to works to other office accommodation.

The Council is well placed to deal with the challenges of reduced central government funding, including the phasing out of Revenue Support Grant and changes to New Homes Bonus, but there will continue to be financial pressures. The surprise announcement of a General Election in June

Narrative Report

2017 has increased uncertainty around the proposed move to 100% business rates retention, but the Council will continue to work to understand the implications and the risks that this will bring in the future.

Further Information

Further information about the accounts is available from:

Head of Finance
Cambridge City Council
PO Box 700
Cambridge
CB1 0JH

In addition, interested members of the public have a right to inspect the accounts each year before the audit is completed. The availability of the accounts for public inspection is advertised in the local press and on the Council's website.

Statement of Responsibilities for the Statement of Accounts

The Council's Responsibilities

The Council is required to:

- ◆ make arrangements for the proper administration of its financial affairs and to secure that one of its officers has the responsibility for the administration of those affairs. In this Council, that officer is the chief financial officer;
- ◆ manage its affairs to secure economic, efficient and effective use of resources and safeguard its assets; and
- ◆ approve the Statement of Accounts.

The Chief Financial Officer's Responsibilities

The chief financial officer is responsible for the preparation of the Council's Statement of Accounts in accordance with proper practices as set out in the Chartered Institute of Public Finance and Accountancy (CIPFA) Code of Practice on Local Authority Accounting in the United Kingdom.

In preparing the Statement of Accounts, the chief financial officer has:

- ◆ selected suitable accounting policies and then applied them consistently;
- ◆ made judgements and estimates that were reasonable and prudent; and
- ◆ complied with the Code of Practice.

The chief financial officer has also:

- ◆ kept proper accounting records which were up to date; and
- ◆ taken reasonable steps for the prevention and detection of fraud and other irregularities.

Opinion

I certify that the Statement of Accounts present a true and fair view of the financial position of Cambridge City Council at 31 March 2017 and its income and expenditure for the year then ended.

Caroline Ryba
Head of Finance
Date:

Annual Governance Statement

Scope of Responsibility

Cambridge City Council (the Council) is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that public money is safeguarded and properly accounted for, and provides value for money. The Council also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness. That duty has grown in importance with the reduction in resources being made available for Local Authorities as part of the Government's on-going austerity programme.

In discharging this overall responsibility, the Council is responsible for putting in place proper arrangements for the governance of its affairs, which include the arrangements for the management of risk, whilst facilitating the effective exercise of its functions.

The Council has established governance arrangements which are consistent with the seven principles of the Chartered Institute of Public Finance and Accountancy (CIPFA) and Society of Local Authority Chief Executives (SOLACE) Framework – Delivering Good Governance in Local Government. It has adopted a Local Code of Corporate Governance which is publicised on the Council website. The Annual Governance Statement sets out how the Council has complied with the Code and also meets with regulation 4(2) of the Accounts and Audit Regulations 2015.

The Council meets the requirements of Regulation 6(1)b of the Accounts and Audit (England) Regulations 2015 in relation to the publication of a statement of internal control. It is subject to review by the Civic Affairs Committee when they consider both the draft and final Statement of Account and is approved by Civic Affairs Committee in advance of them agreeing the Statement of Accounts.

The Council's financial management arrangements are consistent with the governance requirements of the CIPFA Statement on the Role of the Chief Financial Officer in Local Government (2010). The principles being that the Chief Financial Officer (Head of Finance):

- Is actively involved and is able to bring influence on the Council's financial strategy;
- Leads the Council in the delivery of good financial management;
- Directs a fit for purpose finance function; and
- Is professionally qualified and suitably experienced.

In addition, the Head of Finance (designated Section 151 Officer) attends the Senior Leadership Team for any item they feel requires Section 151 Officer input. All statutory officers have regular 1:1 sessions with the Chief Executive.

The issues identified as a significant governance issue and the progress made by management throughout the future financial year 2017 / 2018 to address these issues will be reported regularly to Civic Affairs Committee with an assessment made in reducing the risk as part of their governance role within the Council.

Annual Governance Statement

The Purpose of the Governance Framework

The governance framework comprises the systems and processes, culture and values by which the Council is directed and controlled and its activities through which it accounts to, engages with and leads its communities. It enables the authority to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate services and value for money. It also enables the Council to demonstrate to the public that it has effective stewardship of the public funds it is entrusted to spend.

The system of internal control is a significant part of that framework and is designed to manage risk to a reasonable level consistent with the risk appetite of the Council. It cannot eliminate all risk of failure to achieve policies, aims and objectives and can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the Council's policies, aims and objectives, to evaluate the likelihood and potential impact of those risks being realised, and to manage them efficiently, effectively and economically.

The governance framework has been in place at the Council for the year ended 31 March 2017 and up to the date of approval of the statement of accounts.

The Governance Framework

The key elements of the systems and processes that comprise the authority's governance arrangements include:

- ◆ The Council's Objectives, which focus the Council's efforts in achieving the vision for Cambridge.
- ◆ The Annual Statement, which reiterates the vision and sets out a range of activities the Council will undertake in the year ahead to achieve the vision, and its core underpinning values.
- ◆ The Annual Report, which contains information on financial performance and achievement of business objectives as articulated in the portfolio plans.
- ◆ The annual budget and service planning process which translates the Council's Objectives into actions at portfolio¹ and operational level.
- ◆ The Council's Medium Term Financial Strategy, which identifies how the Council will resource its aspirations and plans for any financial risks.
- ◆ The Budget Setting Report, which sets out the Council's overall spending plans for both revenue and capital expenditure.
- ◆ The Treasury Management Strategy and an Annual Treasury Report which reviews treasury management activities during the year and complies with the requirements of the CIPFA Code of Practice on Treasury Management and the CIPFA Prudential Code for Capital Finance in Local Authorities.
- ◆ The arrangements for regular budget monitoring and reporting of significant variances to senior management.
- ◆ An independent Internal Audit function with a risk-based audit plan.

Annual Governance Statement

- ◆ An annual opinion of the Head of Internal Audit on the authority's internal control environment and risk management framework.
- ◆ The Council's Constitution, which sets out the decision-making process, the terms of reference for each committee and the roles and responsibilities of Members and officers.
- ◆ The Member / Officer protocol, which aids effective communication between officers and Members and clarifies their respective roles and responsibilities.
- ◆ Codes of Conduct for Members and officers, which have been formally approved and are reviewed regularly and available to all Members and staff.
- ◆ The Council's Civic Affairs Committee, which promotes and maintains high standards of conduct by Members and which has overall responsibility for the Council's compliance with laws and regulations.
- ◆ The role of the Council's Civic Affairs Committee, which fulfils the core functions of an Audit Committee as identified in CIPFA's 'Audit Committees – Practical Guidance for Local Authorities'.
- ◆ The Council's Prevention of Fraud and Corruption Policy which is in place and reviewed regularly by the Council's Civic Affairs Committee.
- ◆ A Register of Interests, which is maintained and reviewed regularly.
- ◆ Financial Regulations and Financial Procedure Rules which provide a framework for managing the Council's financial affairs and set out the financial accountabilities and responsibilities for Members and officers.
- ◆ A corporate Risk Management Framework, which includes a Risk Management Strategy approved by Members and a comprehensive risk register identifying the key controls and actions required to manage the Council's principal risks.
- ◆ The Procurement Policy and Strategy and the Council's Contract Procedure Rules, which set out how the Council will promote effective procurement across the Council.
- ◆ The Chief Executive is the Council's Head of Paid Service and the Head of Legal Services is the Council's Monitoring Officer. Their roles and responsibilities are set out in the Council's Articles of the Constitution.
- ◆ A 'Whistleblowing' Policy, which is in place and available on the Council's intranet.
- ◆ The Council's Complaints Procedure, which is available on the Council's website and the Independent Complaints Investigator who can investigate how the Council has dealt with its complaints.
- ◆ The annual complaints report to Civic Affairs Committee, which analyses trends in complaints against the Council and what has been done to address them.
- ◆ Member Induction training and a guide for new Members, together with ongoing training for Members on key skills and more in-depth explanations of issues concerning the Council.

Annual Governance Statement

- ◆ The Council's Performance Review process which is undertaken annually across the Council for all staff.
- ◆ The Council's Competency Framework, which is in place for all staff and managers.
- ◆ The Media Protocol, which sets out the processes for drafting and clearing news releases and engaging with the media.
- ◆ The Programme Office, which commissions and monitors projects to implement change and transformation.
- ◆ The Council's consultations and surveys, including the budget consultation, which are undertaken periodically to gauge the public's perception of Council services, our spending priorities, communication with us and feelings of safety.
- ◆ The Code of Corporate Governance, which sets out the ways in which the Council ensures that its business is conducted in accordance with law and proper standards and that public money is safeguarded and properly accounted for.
- ◆ A framework to guide the Council's engagement with external partnerships that will ensure the Council's partnerships are accountable and effective.
- ◆ Governance arrangements for shared services are documented in shared service collaboration agreements.
- ◆ The corporate website, residents' magazine and social media channels, which along with other publications and communications provide for informing and engaging residents and other stakeholders in service delivery and policy formulation.
- ◆ A Code of Best Practice on Consultation and Community Engagement, adopted by the Council which sets out the Council's approach to consultation.
- ◆ Internal quarterly performance reporting against key performance indicators for each service prepared for and presented to the strategic leadership team to consider necessary remedial action.

Review of Effectiveness

The Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control. The review of effectiveness is informed by the work of the Directors and Heads of Service within Cambridge City Council who have responsibility for the development and maintenance of the governance environment, the Head of Internal Audit's annual opinion, and also by comments made by the external auditors and other review agencies and inspectorates.

The Council's Constitution details Directors' responsibilities for the maintenance of controls within their departments. The system of internal control is subject to regular review by Internal Audit. The work of the service is informed by the Council's risk register, with the allocation of audit resources controlled through an annual risk-based operational plan, which is agreed, annually, by the Council's Civic Affairs Committee.

Individual Internal Audit reports are issued directly to the Chief Executive, the relevant Strategic Director, the Council's Monitoring Officer, the Head of Finance (s151 Officer), the Leader of the

Annual Governance Statement

Council and the relevant Executive Councillor. Each audit report contains an independent assurance opinion on the adequacy and effectiveness of the internal controls in place to mitigate risks. Management actions agreed in Internal Audit reports are entered into the Council's Risk Register and progress on their implementation is reported to and monitored by the Chief Executive and the Strategic Leadership Team. Implementation rates of agreed actions are also reported to Civic Affairs.

In addition to these arrangements the Council receives and responds to reports from other review and assurance mechanisms.

The Head of Finance is the Authority's Chief Financial Officer and is therefore responsible for the proper administration of the authority's financial affairs. The Head of Finance is line managed by the Director of Business Transformation but reports directly to the Chief Executive on financial matters and is a full member of the Strategic Leadership Team.

The Council's Civic Affairs Committee is responsible for advising on and monitoring the Members Code of Conduct and for advising the Council on the ethical aspects of the corporate governance framework. This arrangement replaces the previous responsibilities of the Council's Standards Committee, which was disbanded in July 2012.

We have been advised on the implications of the result of the review of the effectiveness of the governance framework by Civic Affairs Committee and that the arrangements continue to be regarded as fit for purpose in accordance with the governance framework. The areas already addressed and those specifically addressed with new actions planned are outlined below.

Annual Governance Statement

Action Plan to Address Significant Governance Issues

Please note that the actions included in this action plan are to address both significant governance issues that have arisen during 2016/17, but also forward looking matters identified for 2017/18.

1 Project Delivery Arrangements

The Council is undertaking a wide range of complex and diverse projects across the authority both within individual service areas and as part of the Business Transformation Programme including the redevelopment of Park Street Car Park, the Digital Transformation Strategy and the Council House Building Programme.

There are a number of key risks associated with the delivery of any major project and it is important that the Council has sound governance arrangements in place to ensure that all projects are delivered successfully to time and budget.

Action

[Target date & Officer Responsible]

- ◆ Robust project management will be employed across all programmes with regular monitoring and reported through to each Board.
- ◆ Close control will be in place for finance to ensure there is no project creep.

*Chief Executive working with the Senior Leadership Team
Ongoing*

2 Financial Management System

The Council is in the process of implementing its new Financial Management System (FMS), Tech 1, which is due to be fully implemented by December 2017.

The Financial Management System is a key corporate system that underpins the whole of the Council's financial control arrangements and it is therefore imperative that there is a robust process for implementing the new system. Internal Audit have been heavily involved in reviewing the arrangements for implementing the new FMS, including project management arrangements, ensuring that appropriate controls are built into new processes and advising the project board on any concerns arising. This work will continue into 2017/18 to help ensure the successful implementation of the new system.

Action

[Target date & Officer Responsible]

- ◆ Internal Audit to continue their involvement in the implementation of the new FMS to ensure:
 - the robustness of the data migration process;
 - that interfaces with other key systems are thoroughly tested; and
 - that system and user acceptance testing is robust.

Further time has been allocated in this year's audit plan for this purpose.

Annual Governance Statement

*Head of Internal Audit
December 2017*

3 Procurement

Internal Audit involvement in a number of procurement exercises during 2016/17 has highlighted a lack of awareness and understanding of the new Public Contract Regulations (2015). Weaknesses were also identified in a recent audit of tender evaluation processes in some areas of the Council.

The need to raise awareness of the above has been recognised and is being addressed through a series of training sessions to accompany the introduction of a new e-tendering system/contracts register.

Action

[Target date & Officer Responsible]

- ◆ Complete the programme of training sessions on the new e-tendering package and extend the programme if required.

*Head of Commercial Services
31 December 2017*

- ◆ Review tender evaluation reporting procedures to ensure they are fit for purpose.

*Head of Commercial Services in conjunction with the Head of Internal Audit
31 December 2017*

4 Shared Services

Continuing changes to service delivery arrangements needs to be backed up by appropriate and robust governance arrangements. Ongoing reviews are required as to the effectiveness and delivery of each service area.

Action

[Target date & Officer Responsible]

- ◆ Ongoing reports on finance, performance and delivery of outcomes will continue to be reported to the various Boards. Annual reports and Business Plans are submitted to various Scrutiny Committees.

*Programme Office
Ongoing*

5 Cyber Security

It is important that the Council continues to keep data security high on the agenda to ensure that it is effectively managed, particularly with the introduction of new service delivery arrangements for ICT and information management.

The risk of a cyber-attack is a very real one and all organisations, including those in the public sector, should consider cyber security as an organisational risk. To mitigate against this risk, it is essential to raise awareness and commit to implementing a cyber-security, risk adverse culture.

Annual Governance Statement

Action

[Target date & Officer Responsible]

- ◆ Regular system monitoring and reports to all Councils on threats and actions to mitigate.

*3C ICT
Ongoing*

6 Fraud, Corruption and Serious Organised Crime

Pilot studies have been undertaken in a number of regions which has resulted in a best practice check list being established to ensure that local authorities have sound and robust procedures to reduce the threat of SOC impacting on Council activities

Action

[Target date & Officer Responsible]

- ◆ Internal Audit to liaise with Police and other Councils to ensure that appropriate arrangements have been developed.
- ◆ Internal Audit has incorporated a number of reviews within its Audit Plan to follow the best practice checklists to look to provide assurance to the Council.

*Head of Internal Audit
31 March 2018*

7 Combined Authority

The Council needs to develop effective partnership relationships with the new authority.

Action

[Target date & Officer Responsible]

- ◆ Leader of the Council is member of the Combined Authority. Strategy and Resources Scrutiny Committee will scrutinise Leaders work with the Combined Authority.
- ◆ Council officers to contribute to appropriate Combined Authority projects and working groups.

*Chief Executive (and working group representatives)
Ongoing*

Annual Governance Statement

8 Loss of Key Staff

The Council has difficulty recruiting in some areas and, as services undergo change, may be more at risk of losing key personnel.

Action

[Target date & Officer Responsible]

- ◆ The Council will publish its organisational development strategy and continue to review its recruitment and retention policies

*Strategic Leadership Team
Head of Human Resources
31 March 2018*

Councillor Lewis Herbert
Leader of the Council
Date:

Antoinette Jackson
Chief Executive
Date:

MAIN FINANCIAL STATEMENTS

Main Financial Statements

Movement in Reserves Statement

This statement shows the movement in the year on the different reserves held by the Council, analysed into 'usable reserves' (i.e. those that can be applied to fund expenditure or reduce local taxation) and other reserves. The '(surplus) or deficit on the provision of services' line shows the true economic cost of providing the Council's services, more details of which are shown in the Comprehensive Income and Expenditure Statement. These are different from the statutory amounts required to be charged to the General Fund Balance and the Housing Revenue Account for council tax setting and dwellings rent setting purposes. The 'net (increase)/decrease before transfers to earmarked reserves' line shows the statutory General Fund Balance and Housing Revenue Account Balance before any discretionary transfers to or from earmarked reserves.

Financial year 2016/17

(£000s)	General Fund Balance	Earmarked General Fund Reserves	Housing Revenue Account Balance	Earmarked HRA Reserves	Capital Receipts Reserve	Major Repairs Reserve	Capital Grants Unapplied	Total Usable Reserves	Unusable Reserves	Total Council Reserves
Balance at 1 April 2016	(16,012)	(17,787)	(9,791)	(3,966)	(23,951)	(3,268)	(8,200)	(82,975)	(597,596)	(680,571)
Movement in reserves during 2016/17										
(Surplus) / deficit on the provision of services	(4,909)	0	(8,475)	0	0	0	0	(13,384)	0	(13,384)
Other comprehensive income and expenditure	0	0	0	0	0	0	0	0	(1,887)	(1,887)
Total Comprehensive income and expenditure	(4,909)	0	(8,475)	0	0	0	0	(13,384)	(1,887)	(15,271)
Adjustments between accounting basis and funding basis under regulations (Note 4)	(81)	0	7,812	0	(8,342)	(2,281)	3,969	1,077	(1,077)	0
Net (increase) / decrease before transfers to earmarked reserves	(4,990)	0	(663)	0	(8,342)	(2,281)	3,969	(12,307)	(2,964)	(15,271)
Transfers to / from earmarked reserves (Note 5)	5,590	(5,590)	275	(275)	0	0	0	0	0	0
(Increase) / decrease in 2016/17	600	(5,590)	(388)	(275)	(8,342)	(2,281)	3,969	(12,307)	(2,964)	(15,271)
Balance at 31 March 2017	(15,412)	(23,377)	(10,179)	(4,241)	(32,293)	(5,549)	(4,231)	(95,282)	(600,560)	(695,842)

Main Financial Statements

Financial Year 2015/16

(£000s)	General Fund Balance	Earmarked General Fund Reserves	Housing Revenue Account Balance	Earmarked HRA Reserves	Capital Receipts Reserve	Major Repairs Reserve	Capital Grants Unapplied	Total Usable Reserves	Unusable Reserves	Total Council Reserves
Balance at 1 April 2015	(11,525)	(25,867)	(14,865)	(4,170)	(22,084)	(2,219)	(11,437)	(92,167)	(477,300)	(569,467)
Movement in reserves during 2015/16										
(Surplus) / deficit on the provision of services	(14,416)	0	(24,230)	0	0	0	0	(38,646)	0	(38,646)
Other comprehensive income and expenditure	0	0	0	0	0	0	0	0	(72,458)	(72,458)
Total Comprehensive income and expenditure	(14,416)	0	(24,230)	0	0	0	0	(38,646)	(72,458)	(111,104)
Adjustments between accounting basis and funding basis under regulations (Note 4)	18,009	0	29,508	0	(1,867)	(1,049)	3,237	47,838	(47,838)	0
Net (increase) / decrease before transfers to earmarked reserves	3,593	0	5,278	0	(1,867)	(1,049)	3,237	9,192	(120,296)	(111,104)
Transfers to / from earmarked reserves (Note 5)	(8,080)	8,080	(204)	204	0	0	0	0	0	0
(Increase) / decrease in 2015/16	(4,487)	8,080	5,074	204	(1,867)	(1,049)	3,237	9,192	(120,296)	(111,104)
Balance at 31 March 2016	(16,012)	(17,787)	(9,791)	(3,966)	(23,951)	(3,268)	(8,200)	(82,975)	(597,596)	(680,571)

Main Financial Statements

Expenditure and Funding Analysis

The Expenditure and Funding Analysis shows how annual expenditure is used and funded from resources (government grants, rents, council tax and business rates) by local authorities in comparison with those resources consumed or earned by authorities in accordance with generally accepted accounting practices. It also shows how this expenditure is allocated for decision making purposes between the council's directorates/services/departments. Income and expenditure accounted for under generally accepted accounting practices is presented more fully in the Comprehensive Income and Expenditure Statement. The Expenditure and Funding Analysis is a note to the Financial Statements, however, it is positioned here as it provides a link from the figures reported in the Narrative Report to the Comprehensive Income and Expenditure Statement.

(£000s)	2016/17			2015/16		
	Net Expenditure Chargeable to the General Fund and HRA Balances	Adjustments between the Funding and Accounting Basis (Note 9)	Net Expenditure in the Comprehensive Income and Expenditure Statement	Net Expenditure Chargeable to the General Fund and HRA Balances	Adjustments between the Funding and Accounting Basis (Note 9)	Net Expenditure in the Comprehensive Income and Expenditure Statement
Communities	5,368	2,369	7,737	5,283	2,452	7,735
Streets and Open Spaces	5,310	1,006	6,316	5,413	1,149	6,562
Environmental Services and City Centre	4,097	559	4,656	3,738	642	4,380
Planning, Policy and Transport	(2,845)	2,736	(109)	(2,735)	3,445	710
General Fund Housing	3,399	762	4,161	3,469	557	4,026
Housing Revenue Account	(16,840)	9,216	(7,624)	(26,422)	465	(25,957)
Finance and Resources	1,332	1,464	2,796	704	(143)	561
Strategy and Transformation	4,699	172	4,871	3,103	(1,120)	1,983
Net Cost of Services	4,520	18,284	22,804	(7,447)	7,447	0
Other Income and Expenditure	(10,173)	(26,015)	(36,188)	16,318	(54,964)	(38,646)
Surplus or Deficit	(5,653)	(7,731)	(13,384)	8,871	(47,517)	(38,646)
Opening General Fund and HRA Balance	(47,556)			(56,427)		
Less/Plus (Surplus) or Deficit on General Fund and HRA Balance in Year	(5,653)			8,871		
Closing General Fund and HRA Balance at 31 March*	(53,209)			(47,556)		

*For a split of this balance between the General Fund and HRA balances see the Movement in Reserves Statement.

Main Financial Statements

Comprehensive Income and Expenditure Statement

This statement shows the accounting costs in the year, of providing services, in accordance with generally accepted accounting practices, rather than the amounts to be funded from taxation. Authorities raise taxation to cover expenditure in accordance with regulations; this may be different from the accounting cost. The taxation position is shown in the Movement in Reserves Statement.

(£000s)	Notes	2016/17			2015/16 (as restated - Note 43)		
		Gross Expenditure	Gross Income	Net Expenditure	Gross Expenditure	Gross Income	Net Expenditure
Communities		8,325	(588)	7,737	8,338	(603)	7,735
Streets and Open Spaces		9,506	(3,190)	6,316	9,238	(2,676)	6,562
Environmental Services and City Centre		7,357	(2,701)	4,656	9,651	(5,271)	4,380
Planning, Policy and Transport	3	13,704	(13,813)	(109)	13,623	(12,913)	710
General Fund Housing		5,746	(1,585)	4,161	5,662	(1,636)	4,026
Housing Revenue Account	3	33,665	(41,289)	(7,624)	15,308	(41,265)	(25,957)
Finance and Resources		42,374	(39,578)	2,796	41,413	(40,852)	561
Strategy and Transformation		5,162	(291)	4,871	2,112	(129)	1,983
Cost of Services		125,839	(103,035)	22,804	105,345	(105,345)	0
Other operating expenditure	6	1,251	(6,084)	(4,833)	(227)	(3,113)	(3,340)
Financing and investment income and expenditure	3/7	14,220	(22,009)	(7,789)	14,061	(24,161)	(10,100)
Taxation and non-specific grant income	3/8	0	(23,566)	(23,566)	0	(25,206)	(25,206)
(Surplus) / deficit on provision of services	10	141,310	(154,694)	(13,384)	119,179	(157,825)	(38,646)
Items that will not be reclassified to the (Surplus) or Deficit on the Provision of Services							
(Surplus) / deficit on revaluation of Property, Plant and Equipment assets	3/33			(5,632)			(49,069)
Remeasurements of the net defined benefit liability	3/33			3,293			(22,821)
				(2,339)			(71,890)
Items that may be reclassified to the (Surplus) or Deficit on the Provision of Services							
Surplus or deficit on revaluation of available for sale financial assets				452			(568)
Other comprehensive (income) / expenditure				(1,887)			(72,458)
Total comprehensive (income) / expenditure				(15,271)			(111,104)

Main Financial Statements

Balance Sheet

The Balance Sheet shows the value at the stated date of the Council's assets and liabilities. The net assets are matched by reserves. Reserves are reported in two categories. The first category is usable reserves, i.e. those reserves that the Council may use to provide services, subject to the need to maintain a prudent level of reserves and any statutory limitations on their use (e.g. the Capital Receipts Reserve that may only be used to fund capital expenditure or repay debt). The second category of reserves is those that the Council is not able to use to provide services. This category of reserves includes those reserves that hold unrealised gains and losses (e.g. the Revaluation Reserve), where amounts would only become available to provide services if the assets were sold; and reserves that hold timing differences shown in the Movement in Reserves Statement line 'Adjustments between accounting basis and funding basis under regulations'.

(£000s)	Notes	31 March 2017	31 March 2016
Property, Plant and Equipment	15	771,034	772,805
Heritage Assets		580	580
Investment Property	20/21	153,706	144,274
Intangible Assets		203	292
Long Term Investments	23	32,085	32,050
Long Term Debtors	24	3,984	1,270
Long Term Assets		961,592	951,271
Short Term Investments	23	71,158	56,801
Assets Held for Sale	25	4,643	4,295
Inventories		186	260
Short Term Debtors	26	7,177	13,270
Cash and Cash Equivalents	27	15,015	9,186
Current Assets		98,179	83,812
Short Term Borrowing	35/36	(82)	(82)
Short Term Creditors	28	(19,586)	(17,894)
Receipts in Advance	29	(4,312)	(3,713)
Provisions	30	(4,172)	(4,711)
Current Liabilities		(28,152)	(26,400)
Long Term Borrowing	35/36	(213,572)	(213,572)
Other Long Term Liabilities	37	(114,032)	(106,762)
Capital Grants Receipts in Advance	31	(8,173)	(7,778)
Long Term Liabilities		(335,777)	(328,112)
Net Assets		695,842	680,571
Usable Reserves	32	(95,282)	(82,975)
Unusable Reserves	33	(600,560)	(597,596)
Total Reserves		(695,842)	(680,571)

These financial statements replace those authorised for issue on 26 May 2017.

Caroline Ryba, Head of Finance

Main Financial Statements

Cash Flow Statement

The Cash Flow Statement shows the changes in cash and cash equivalents of the council during the reporting date. The statement shows how the council generates and uses cash and cash equivalents by classifying cash flows as operating, investing and financing activities. The amount of net cash flows arising from operating activities is a key indicator of the extent to which the operations of the Council are funded by way of taxation, grant income and by the recipients of services provided by the Council. Investing activities represent the extent to which cash outflows have been made for resources which are intended to contribute to the Councils future service delivery. Cash flows arising from financing activities show claims that will be made on future cash flows by providers of capital (i.e. borrowing) to the Council.

(£000s)	Notes	2016/17	2015/16
Cash flows from operating activities			
Cash receipts		176,336	158,481
Cash payments		(151,496)	(139,124)
Net cash flows from operating activities	38	24,840	19,357
Net cash flows from investing activities	39	(21,191)	(22,516)
Net cash flows from financing activities	40	2,180	5,077
Net increase / (decrease) in cash and cash equivalents		5,829	1,918
Cash and cash equivalents at the beginning of the year	27	9,186	7,268
Cash and cash equivalents at the end of the year	27	15,015	9,186

NOTES TO THE MAIN FINANCIAL STATEMENTS

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Notes to the Main Financial Statements

1 Critical Judgements in Applying Accounting Policies

In applying the accounting policies set out on pages 95 to 112, the Council has had to make certain judgements about complex transactions or those involving uncertainty about future events. The critical judgements made in the Statement of Accounts are:

- There is a degree of uncertainty about future levels of funding for local government. However, the Council has determined that this uncertainty is not yet sufficient to provide an indication that the assets of the Council might be impaired as a result of a need to close facilities and significantly reduce levels of service provision.

2 Assumptions Made About the Future and Other Major Sources of Estimation Uncertainty

The preparation of financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenue and expenditure during the year. However, the nature of estimation means that the actual outcomes could differ from those estimates.

The key judgements and estimation uncertainty that have a significant risk of causing material adjustment to the carrying amounts of assets and liabilities within the next financial year are as follows:

Pensions Liability

Estimation of the net liability to pay pensions depends on a number of complex judgements relating to the discount rate used, the rate at which salaries are projected to increase, changes in retirement ages, mortality rates and expected returns on pension fund assets. A firm of consulting actuaries is engaged to provide the Council with expert advice about the assumptions to be applied. The net pension liability at 31 March 2017 is estimated to be £114.0 million and the estimated effects on the liability of changes in individual assumptions is disclosed in Note 37.

Property, Plant and Equipment

Assets are depreciated over useful lives that are dependent on assumptions about the level of repairs and maintenance that will be incurred in relation to individual assets. If the Council did not sustain its current spending on repairs and maintenance the useful lives currently assigned to assets may be reduced.

If the useful life of assets is reduced, depreciation increases and the carrying value of the assets fall. It is estimated that the annual depreciation charge for assets would increase by approximately £950,000 for every year that useful lives had to be reduced.

Business Rates

Since the introduction of the Business Rates Retention Scheme from 1 April 2013, local authorities are liable for successful appeals against business rates charged to businesses, both in the current financial year and earlier years, in proportion to their local share of business rates income. The Council's General Fund share of business rates income is 40%.

Notes to the Main Financial Statements

A provision has therefore been recognised for the best estimate of the amount that will be repayable in respect of years up to 31 March 2017 following successful rating valuation appeals. The Council's share of this provision is £3.7 million as disclosed in Note 30. The estimate has been calculated using the Valuation Office Agency (VOA) ratings list of appeals and historical data on successful appeals to date. It is possible that appeals will be settled at amounts which differ from the estimate made on historical experience.

Fair Value Measurements

When the fair value of assets and liabilities cannot be measured based on quoted prices in active markets (Level 1 inputs), their fair value is measured using valuation techniques. Where possible, the inputs to these valuation techniques are based on observable data, but where this is not possible judgement is required in establishing fair values. These judgements typically include considerations such as uncertainty and risk. However, changes in the assumptions used could affect the fair value of the Council's assets and liabilities.

Where Level 1 inputs are not available, the Council employs relevant experts to identify the most appropriate valuation techniques to determine fair value.

The most significant assets that the Council has measured at fair value in the balance sheet where level 1 inputs are not available are Investment Properties and surplus Property, Plant and Equipment. Significant changes in any of the unobservable inputs used in these valuations would result in significantly higher or lower fair value measurement.

Information about the valuation techniques and inputs used in determining the fair value of the Council's assets and liabilities can be found in Notes 16, 21 and 35.

3 Comprehensive Income and Expenditure Account - Material Items of Income and Expenditure and changes in services

Material Items of Income and Expenditure

The following material items of income and expenditure are included in the relevant lines of the Comprehensive Income and Expenditure Statement.

A charge for revaluation losses of £8.7 million on council housing stock has been charged to expenditure within the Housing Revenue Account net cost of service line. The comparative figure for 2015/16 includes a net credit of £9.3 million. More detail on the movements in the value of the Council's housing stock can be found in note 15 to the main financial statements.

A net credit for reversal of previous revaluation losses of £1.0 million in respect of car parks has been credited to expenditure within the Planning, Policy and Transport net cost of service line. 2015/16 included a net credit for reversal of previous revaluation losses of £2.1 million.

Financing and investment income includes gains on the value of investment properties of £10.3 million (£13.4 million in 2015/16).

The Council's share of non-domestic rates income totalling £39.1 million (£37.3 million in 2015/16) and the tariff of £33.8 million (£33.5 million in 2015/16) payable to central government under the rates retention scheme have been included in taxation and non-specific grant income.

Notes to the Main Financial Statements

The surplus on revaluation of Property, Plant and Equipment includes a net £3.3 million loss (£30.2 million gain in 2015/16) in respect of the Council's housing stock.

There is a total charge for remeasurements of the Council's net defined benefit pension liability of £3.3 million (a credit in 2015/16 of £22.8 million). This net figure reflects a number of aspects as detailed in note 37 to the accounts. Most significantly, there is a charge of £46.0 million (credit of £28.7 million in respect of 2015/16) reflecting a change in the financial assumptions used by the actuary to estimate the pension liability and a credit of £32.5 million (a charge of £7.3 million in 2015/16) in respect of remeasurements of the return on assets.

4 Movement in Reserves Statement – Adjustments between Accounting Basis and Funding Basis under Regulations

The total comprehensive income and expenditure recognised by the Council in the year, is prepared in accordance with proper accounting practice. This note details the adjustments that are made to income and expenditure to reflect the resources that are specified by statute as being available to the Council to meet future capital and revenue expenditure. The following sets out a description of the reserves that the adjustments are made against:

General Fund Balance

The General Fund is the statutory fund into which all the receipts of an authority are required to be paid and out of which all liabilities of the authority are to be met, except to the extent that statutory rules provide otherwise. These rules can also specify the financial year in which liabilities and payments should impact on the General Fund balance, which is not necessarily in accordance with proper accounting practice. The General Fund balance therefore summarises the resources that the Council is statutorily empowered to spend its services or on capital investment (or the deficit of resources that the Council is required to recover) at the end of the financial year. The balance is not available to be applied to fund Housing Revenue Account (HRA) services.

Housing Revenue Account (HRA) Balance

The HRA balance reflects the statutory obligation to maintain a revenue account for local authority council housing provision in accordance with Part VI of the Local Government and Housing Act 1989. It contains the balance of income and expenditure as defined by the 1989 Act that is available to fund future expenditure in connection with the Council's landlord function or (where in deficit) that is required to be recovered from tenants in future years.

Major Repairs Reserve

The Council is required to maintain the Major Repairs Reserve, which controls an element of the capital resources limited to being used on capital expenditure on HRA assets or the financing of historical capital expenditure by the HRA. The balance shows the capital resources that have yet to be applied at the year end.

Capital Receipts Reserve

The Capital Receipts Reserve holds the proceeds from the disposal of land or other assets, which are restricted by statute from being used other than to fund new capital expenditure or to be set aside to finance historical capital expenditure. The balance on the reserve shows the resources that have yet to be applied for these purposes at the year end.

Notes to the Main Financial Statements

Capital Grants Unapplied

The Capital Grants Unapplied Account (Reserve) holds the grants and contributions received towards capital expenditure for which there are no outstanding grant conditions but which have yet to be applied to meet expenditure. The balance is restricted by grant terms as to the capital expenditure against which it can be applied.

Notes to the Main Financial Statements

Financial year 2016/17

(£000s)	Usable Reserves					Unusable Reserves
	General Fund Balance	Housing Revenue Account Balance	Capital Receipts Reserve	Major Repairs Reserve	Capital Grants Unapplied	
Adjustments primarily involving the Capital Adjustment Account:						
Reversal of items debited or credited to the Comprehensive Income and Expenditure Statement						
Charges for depreciation and impairment of non-current assets	(6,061)	(9,279)	0	0	0	15,340
Net revaluation (losses)/gains on property, plant and equipment	1,188	(8,680)	0	0	0	7,492
Net revaluation (losses)/gains on assets held for sale	283	0	0	0	0	(283)
Movements in the market value of investment properties	10,128	133	0	0	0	(10,261)
Amortisation of intangible assets	(84)	(5)	0	0	0	89
Revenue expenditure funded from capital under statute and de minimis capital expenditure	(3,923)	(514)	0	0	0	4,437
Amounts of non-current assets written off on disposal or sale as part of the gain/loss on disposal	(9,254)	(5,642)	0	0	0	14,896
Private Sector Housing Loans Adjustment	0	0	0	0	0	0
Insertion of items not debited or credited to the Comprehensive Income and Expenditure Statement						
Private sector housing loan repayments – original loan less than £10,000	(18)	0	0	0	0	18
Capital expenditure charged against General Fund and HRA balances	2,331	10,569	0	0	0	(12,900)

Notes to the Main Financial Statements

(£000s)	Usable Reserves					Unusable Reserves
	General Fund Balance	Housing Revenue Account Balance	Capital Receipts Reserve	Major Repairs Reserve	Capital Grants Unapplied	
Adjustments primarily involving the Capital Grants Unapplied Account:						
Capital grants and contributions unapplied credited to the Comprehensive Income and Expenditure Statement	656	1,095	0	0	(1,751)	0
Application of grants to capital financing transferred to the Capital Adjustment Account	0	0	0	0	5,720	(5,720)
Adjustments primarily involving the Capital Receipts Reserve:						
Transfer of cash sale proceeds credited as part of the gain/loss on disposal to the Comprehensive Income and Expenditure Statement	6,379	11,627	(18,006)	0	0	0
Other capital receipts	0	412	(412)	0	0	0
Transfer of capital receipts to administrative costs of disposal of non-current assets	0	(168)	168	0	0	0
Use of the Capital Receipts Reserve to finance new capital expenditure	0	0	12,347	0	0	(12,347)
Contribution from the Capital Receipts Reserve to finance the payments to the Government capital receipts pool	(1,534)	0	1,534	0	0	0
Transfer to capital receipts reserve on receipt of loan payment	0	0	(24)	0	0	24
Transfer from Deferred Capital Receipts Reserve upon receipt of cash	0	0	(3,949)	0	0	3,949
Adjustments primarily involving the Deferred Capital Receipts Reserve:						
Transfer of deferred sales proceeds credited to the Comprehensive Income and Expenditure Statement as part of the gain/loss on disposal	2,705	0	0	0	0	(2,705)
Adjustments primarily involving the Major Repairs Reserve:						
Transfer allowed by statute between the HRA and Major Repairs Reserve	0	8,271	0	(8,271)	0	0
Use of the Major Repairs Reserve to finance new capital expenditure	0	0	0	5,990	0	(5,990)

Notes to the Main Financial Statements

(£000s)	Usable Reserves					Unusable Reserves
	General Fund Balance	Housing Revenue Account Balance	Capital Receipts Reserve	Major Repairs Reserve	Capital Grants Unapplied	
Adjustments primarily involving the Financial Instruments Adjustment Account:						
Amount by which finance costs charged to the Comprehensive Income and Expenditure Statement are different from finance costs chargeable in the year in accordance with statutory requirements	15	0	0	0	0	(15)
Adjustments primarily involving the Pensions Reserve:						
Reversal of items relating to retirement benefits debited or credited to the Comprehensive Income and Expenditure Statement	(9,123)	(1,277)	0	0	0	10,400
Employer's pension contributions and direct payments to pensioners payable in the year	5,162	1,261	0	0	0	(6,423)
Adjustments primarily involving the Collection Fund Adjustment Account:						
Amount by which council tax and business rates income credited to the Comprehensive Income and Expenditure Statement is different from council tax and business rates income calculated for the year in accordance with statutory requirements	1,078	0	0	0	0	(1,078)
Adjustments primarily involving the Accumulated Absences Account:						
Amount by which officer remuneration charged to the Comprehensive Income and Expenditure Statement on an accruals basis is different from remuneration chargeable in the year in accordance with statutory requirements	0	0	0	0	0	0
Adjustments primarily involving the Housing Revenue Account:						
Amounts transferred from the Housing Revenue Account to the General fund under statutory regulation	(9)	9	0	0	0	0
Total adjustments	(81)	7,812	(8,342)	(2,281)	3,969	(1,077)

Notes to the Main Financial Statements

Financial year 2015/16

(£000s)	Usable Reserves					Unusable Reserves
	General Fund Balance	Housing Revenue Account Balance	Capital Receipts Reserve	Major Repairs Reserve	Capital Grants Unapplied	
Adjustments primarily involving the Capital Adjustment Account:						
Reversal of items debited or credited to the Comprehensive Income and Expenditure Statement						
Charges for depreciation and impairment of non-current assets	(5,416)	(8,711)	0	0	0	14,127
Net revaluation (losses)/gains on property, plant and equipment	3,077	9,329	0	0	0	(12,406)
Net revaluation (losses)/gains on assets held for sale	1,084	0	0	0	0	(1,084)
Movements in the market value of investment properties	13,321	99	0	0	0	(13,420)
Amortisation of intangible assets	(108)	0	0	0	0	108
Revenue expenditure funded from capital under statute and de minimis capital expenditure	(4,387)	(877)	0	0	0	5,264
Amounts of non-current assets written off on disposal or sale as part of the gain/loss on disposal	(7,105)	(4,286)	0	0	0	11,391
Private Sector Housing Loans Adjustment	4	0	0	0	0	(4)
Insertion of items not debited or credited to the Comprehensive Income and Expenditure Statement						
Private sector housing loan repayments – original loan less than £10,000	(3)	0	0	0	0	3
Capital expenditure charged against General Fund and HRA balances	9,598	17,101	0	0	0	(26,699)

Notes to the Main Financial Statements

(£000s)	Usable Reserves					Unusable Reserves
	General Fund Balance	Housing Revenue Account Balance	Capital Receipts Reserve	Major Repairs Reserve	Capital Grants Unapplied	
Adjustments primarily involving the Capital Grants Unapplied Account:						
Capital grants and contributions unapplied credited to the Comprehensive Income and Expenditure Statement	3,828	1,455	0	0	(5,283)	0
Application of grants to capital financing transferred to the Capital Adjustment Account	0	0	0	0	8,520	(8,520)
Adjustments primarily involving the Capital Receipts Reserve:						
Transfer of cash sale proceeds credited as part of the gain/loss on disposal to the Comprehensive Income and Expenditure Statement	3,428	7,702	(11,130)	0	0	0
Other capital receipts	0	79	(79)	0	0	0
Transfer of capital receipts to fund administrative costs of disposal of non-current assets	(16)	(120)	136	0	0	0
Use of the Capital Receipts Reserve to finance new capital expenditure	0	0	11,010	0	0	(11,010)
Contribution from the Capital Receipts Reserve to finance the payments to the Government capital receipts pool	(857)	0	857	0	0	0
Transfer to capital receipts reserve on receipt of loan payment	0	0	(11)	0	0	11
Transfer from Deferred Capital Receipts Reserve upon receipt of cash	0	0	(2,650)	0	0	2,650
Adjustments primarily involving the Deferred Capital Receipts Reserve:						
Transfer of deferred sales proceeds credited to the Comprehensive Income and Expenditure Statement as part of the gain/loss on disposal	3,403	0	0	0	0	(3,403)
Adjustments primarily involving the Major Repairs Reserve:						
Transfer allowed by statute between the HRA and Major Repairs Reserve	0	7,941	0	(7,941)	0	0
Use of the Major Repairs Reserve to finance new capital expenditure	0	0	0	6,892	0	(6,892)

Notes to the Main Financial Statements

(£000s)	Usable Reserves					Unusable Reserves
	General Fund Balance	Housing Revenue Account Balance	Capital Receipts Reserve	Major Repairs Reserve	Capital Grants Unapplied	
Adjustments primarily involving the Financial Instruments Adjustment Account:						
Amount by which finance costs charged to the Comprehensive Income and Expenditure Statement are different from finance costs chargeable in the year in accordance with statutory requirements	9	0	0	0	0	(9)
Adjustments primarily involving the Pensions Reserve:						
Reversal of items relating to retirement benefits debited or credited to the Comprehensive Income and Expenditure Statement	(9,130)	(1,364)	0	0	0	10,494
Employer's pension contributions and direct payments to pensioners payable in the year	4,573	1,149	0	0	0	(5,722)
Adjustments primarily involving the Collection Fund Adjustment Account:						
Amount by which council tax and business rates income credited to the Comprehensive Income and Expenditure Statement is different from council tax and business rates income calculated for the year in accordance with statutory requirements	2,689	0	0	0	0	(2,689)
Adjustments primarily involving the Accumulated Absences Account:						
Amount by which officer remuneration charged to the Comprehensive Income and Expenditure Statement on an accruals basis is different from remuneration chargeable in the year in accordance with statutory requirements	28	0	0	0	0	(28)
Adjustments primarily involving the Housing Revenue Account:						
Amounts transferred from the Housing Revenue Account to the General fund under statutory regulation	(11)	11	0	0	0	0
Total adjustments	18,009	29,508	(1,867)	(1,049)	3,237	(47,838)

Notes to the Main Financial Statements

5 Movement in Reserves Statement – Transfers to / from Earmarked Reserves

This note sets out the amounts set aside from the General Fund and HRA balances in earmarked reserves to provide financing for future expenditure plans together with the amounts of earmarked reserves used to meet General Fund and HRA expenditure in 2016/17.

(£000s)	2015/16			2016/17		Balance at 31 March 2017	
	Balance at 1 April 2015	Transfers In	Transfers Out	Balance at 31 March 2016	Transfers In		Transfers Out
General Fund:							
Asset Repair and Renewals Reserves	(14,364)	(1,265)	12,936	(2,693)	(1,359)	437	(3,615)
Insurance Fund	(897)	(755)	635	(1,017)	(902)	846	(1,073)
Technology Investment Fund	(129)	0	0	(129)	0	3	(126)
Development Plan Reserve	(551)	0	296	(255)	(31)	142	(144)
Compulsory Purchase Order Compensation Reserve	(222)	0	222	0	0	0	0
Major Planning Appeals Reserve	(161)	0	161	0	0	0	0
Revenue Contributions to Capital	(118)	0	115	(3)	0	0	(3)
Efficiency Fund	(217)	0	81	(136)	0	136	0
Pension Reserve	(986)	0	986	0	0	0	0
Climate Change Fund	(347)	0	0	(347)	(120)	330	(137)
Keep Cambridge Moving	(436)	0	436	0	0	0	0
Business Rates Retention	(4,440)	(498)	3,169	(1,769)	(375)	1,401	(743)
Fixed Term Priority Projects	(286)	0	135	(151)	0	0	(151)
Sharing Prosperity	(493)	(325)	193	(625)	(300)	349	(576)
Invest for Income Fund	0	(6,500)	0	(6,500)	(1,000)	0	(7,500)
City Deal Fund	0	(1,985)	0	(1,985)	(3,166)	594	(4,557)
Office accommodation strategy	0	0	0	0	(3,007)	425	(2,582)
Other	(2,220)	(721)	764	(2,177)	(582)	589	(2,170)
Total	(25,867)	(12,049)	20,129	(17,787)	(10,842)	5,252	(23,377)
Housing Revenue Account:							
Asset Repair and Renewal Reserve	(1,829)	(285)	83	(2,031)	(275)	54	(2,252)
Shared Ownership Reserve	(300)	0	300	0	0	0	0
Other	(2,041)	(14)	120	(1,935)	(66)	12	(1,989)
Total	(4,170)	(299)	503	(3,966)	(341)	66	(4,241)

Notes to the Main Financial Statements

6 Comprehensive Income and Expenditure Statement – Other Operating Expenditure

(£000s)	2016/17		2015/16	
	Income	Expenditure	Income	Expenditure
Payments to the Government Housing Capital Receipts Pool	0	1,534	0	857
Impairment losses on assets held for sale	0	(283)	0	(1,084)
(Gains) / losses on the disposal of non-current assets	(5,672)	0	(3,034)	0
Other income	(412)	0	(79)	0
	(6,084)	1,251	(3,113)	(227)

7 Comprehensive Income and Expenditure Statement – Financing and Investment Income and Expenditure

(£000s)	2016/17		2015/16	
	Income	Expenditure	Income	Expenditure
Interest payable and similar charges	0	7,498	0	7,534
Impairment of investments	0	11	0	(107)
Net interest on the net defined benefit liability	0	3,768	0	3,997
Trading Activities	(1,373)	1,354	(1,100)	1,035
Interest receivable and similar income	(1,429)	0	(1,376)	0
Income and expenditure in relation to investment properties and changes in their fair value	(19,207)	1,589	(21,685)	1,602
	(22,009)	14,220	(24,161)	14,061

8 Comprehensive Income and Expenditure Statement – Taxation and Non Specific Grant Incomes

(£000s)	2016/17	2015/16
Council tax income	(7,404)	(7,017)
Net council share of business rates income	(5,298)	(3,804)
Non-ringfenced government grants	(9,113)	(9,460)
Capital grants and contributions	(1,751)	(4,925)
	(23,566)	(25,206)

The business rates income retained by the Council under the business rates retention scheme of £5,298,000 (2015/16 - £3,804,000) comprises the Council's share of income of £39,121,000 (2015/16 - £37,348,000) less a tariff payment due to central government of £33,823,000 (2015/16 - £33,544,000).

Notes to the Main Financial Statements

9 Expenditure and Funding Analysis Adjustments

(£000s)	2016/2017			
	Adjustments for Capital Purposes	Net Change for the Pensions Adjustments	Other Differences	Total Adjustments
Adjustments from General fund to arrive at the Comprehensive Income and Expenditure Statement amounts				
Communities	2,381	(12)	0	2,369
Streets and Open Spaces	1,030	(24)	0	1,006
Environmental Services and City Centre	568	(9)	0	559
Planning, Policy and Transport	2,756	(20)	0	2,736
General Fund Housing	772	(12)	2	762
Housing Revenue Account	9,200	16	0	9,216
Finance and Resources	1,478	(14)	0	1,464
Strategy and Transformation	(112)	284	0	172
Net Cost of Services	18,073	209	2	18,284
Other income and expenditure from the Expenditure and Funding Analysis	(28,687)	3,768	(1,096)	(26,015)
Difference between General Fund surplus or deficit and Comprehensive Income and Expenditure Statement Surplus or Deficit on the Provision of Services	(10,614)	3,977	(1,094)	(7,731)

(£000s)	2015/2016			
	Adjustments for Capital Purposes	Net Change for the Pensions Adjustments	Other Differences	Total Adjustments
Adjustments from General fund to arrive at the Comprehensive Income and Expenditure Statement amounts				
Communities	2,366	86	0	2,452
Streets and Open Spaces	979	170	0	1,149
Environmental Services and City Centre	459	187	(4)	642
Planning, Policy and Transport	3,297	148	0	3,445
General Fund Housing	460	87	10	557
Housing Revenue Account	258	207	0	465
Finance and Resources	(231)	88	0	(143)
Strategy and Transformation	(866)	(230)	(24)	(1,120)
Net Cost of Services	6,722	743	(18)	7,447
Other income and expenditure from the Expenditure and Funding Analysis	(56,285)	4,029	(2,708)	(54,964)
Difference between General Fund surplus or deficit and Comprehensive Income and Expenditure Statement Surplus or Deficit on the Provision of Services	(49,563)	4,772	(2,726)	(47,517)

Notes to the Main Financial Statements

10 Expenditure and Income Analysed by Nature

(£000s)	2016/17	2015/16
Employee benefit expenses	35,640	37,517
Other service expenses	70,098	68,450
Support service recharges	0	0
Depreciation, amortisation and impairment	22,763	932
Interest Payments and investment income expenses	11,275	11,423
Payments to Housing Capital Receipts Pool	1,534	857
Total Expenditure	141,310	119,179
Fees, charges and other service income	(65,088)	(65,826)
Interest and investment income	(20,635)	(23,062)
Income from Council Tax	(7,404)	(7,017)
Income from non-domestic rates	(5,298)	(3,804)
(Gain) or loss on the disposal of non-current assets	(6,084)	(3,112)
Government grants, contributions and donations	(50,185)	(55,004)
Total Income	(154,694)	(157,825)
Surplus or Deficit on the Provision of Services	(13,384)	(38,646)

Fees, charges and other service income is analysed by segment as follows:

(£000s)	2016/17	2015/16
Communities	(401)	(419)
Streets and Open Spaces	(3,148)	(2,636)
Environmental Services and City Centre	(2,694)	(5,206)
Planning, Policy and Transport	(13,697)	(12,646)
General Fund Housing	(1,019)	(870)
Housing Revenue Account	(41,289)	(41,265)
Finance and Resources	(1,198)	(1,458)
Strategy and Transformation	(268)	(228)
Financing and Investment Income	(1,374)	(1,098)
Fees, charges and other service income	(65,088)	(65,826)

In addition to this external income, interest and investment income above includes rental income from the Council's investment property portfolio of £8,946,000 (£8,266,000 in 2015/16).

Notes to the Main Financial Statements

11 Members' Allowances

The total allowances paid to members during the financial year 2016/17 were £287,585 (£247,154 in 2015/16) as analysed below. Details of payments to individual members are published annually in a local newspaper.

(£)	2016/17	2015/16
Basic allowance payments	175,204	116,842
Special responsibility payments	108,717	127,110
Childcare allowance	475	295
Travel and subsistence payments:		
Subsistence	46	111
Travel claims	544	270
Travel warrants	1,083	1,479
Taxi fares	670	201
Mileage claims	846	846
	287,585	247,154

Additional civic responsibility payments were made to the Mayor and Deputy Mayor outside of the Members Allowances Scheme. These totalled £5,546 (£5,810 in 2015/16).

12 Related Party Transactions

The Council is required to disclose material transactions with related parties. Related parties are bodies or individuals that have the potential to control or influence the Council or to be controlled or influenced by the Council. Disclosure of these transactions allows readers to assess the extent to which the Council might have been constrained in its ability to operate independently or might have secured the ability to limit another party's ability to bargain freely with the Council.

Central government has effective control over the general operations of the Council – it is responsible for providing the statutory framework within which the Council operates, provides the majority of its funding in the form of grants and prescribes the terms of many transactions that the Council has with other parties (for example, Housing Benefits). Details of government grants received are set out in Note 31.

Voluntary Organisations

Members of the Council have direct control over the Council's financial and operating policies. During 2016/17 the Council gave grant funding and paid for projects and services totalling £133,942 (£165,923 in 2015/16) to voluntary organisations in which 3 (5 in 2015/16) members or their close family were in positions of influence. None (£2,950 in 2015/16) of these amounts were unpaid at the year end.

The relevant members did not take part in any discussion or decision relating to these organisations.

Notes to the Main Financial Statements

Cambridge Live

The Council transferred the running of the Cambridge Folk Festival, Corn Exchange and other aspects of the arts and recreation service to a new arts trust charity, Cambridge Live, a company limited by guarantee, on 1 April 2015. Two members of the Council are appointed as trustees, and the Articles of Association require a minimum of 11 trustees. The Council is therefore not considered to have significant influence over the trust. At 1 April 2015 the Council granted a lease of relevant premises (The Corn Exchange, Parson's Court Offices and Wheeler Street Box Office) at a peppercorn rent for 25 years.

As disclosed in note 24, the Council has made a loan to the company for start-up costs. This totals £124,760 at 31 March 2017 (£124,760 at 31 March 2016) and is due to be repaid after March 2018. No interest is due on the repayment. The Council paid £372,570 to the company for services in 2016/17 (£506,170 in 2015/16), together with a s106 grant for artwork of £2,000 (£8,000 in 2015/16) and a further payment towards refurbishment works of £65,948 (£34,575 in 2015/16).

The Council has also recharged the company for its share of costs including utilities and has also paid for some services, but on the same basis as other customers of Cambridge Live. At the year-end short term creditors with Cambridge Live and its trading subsidiary were £33,600 (£50,711 at 31 March 2016). At the year-end short term debtors were £1,508.

Visit Cambridge and Beyond

The Council transferred the provision of tourism services to Visit Cambridge and Beyond (VCB), a company limited by guarantee, on 1 February 2016. There are 12 directors, of which one is appointed by the City Council. The Council is therefore not considered to have significant influence over the company. As disclosed in note 24 start-up costs of £90,306 were paid by the Council on behalf of the company and are due for repayment by the company starting in 2019. No interest is due on the repayment.

The Council has paid over income due to VCB and recharged it for its share of costs, including utilities and rent for offices at the Guildhall which is determined on a commercial basis. At 31 March 2017 short term debtors were £2,450 (£9,847 in 2015/16) and short term creditors were £3,291 (£42,211 in 2015/16)

The Council paid the grant subsidy of £51,780 due to VCB in respect of 2016/17 in 2015/16.

Cambridge Investment Partnership LLP

The Council has a 50% stake in a limited liability partnership, Cambridge Investment Partnership (CIP) LLP, with Hill Investment Partnerships Limited, which was incorporated in December 2016. The partnership will redevelop land in the Cambridge area, including for affordable housing. There were no material transactions in the period to 31 March 2017.

Hill Investment Partnerships is part of the Hill group of companies. The Council paid £6,267,000 during 2016/17 (of which £277,000 was outstanding at the year end) to Hill Residential, another Hill Group company, in relation to building of affordable housing at Clay Farm. Another Hill group company is also a member of Colokate LLP, to whom the Council paid £2,301,000 during 2016/17 for affordable homes on the Homerton site. Both of these contracts were in place before the CIP was established.

Notes to the Main Financial Statements

Cambridge City Housing Company Limited

The Council owns 100% of the share capital of Cambridge City Housing Company Limited (CCHC) which began trading in May 2016. The company provides homes for intermediate market rent in Cambridge.

As detailed in Note 23 the Council made a loan to CCHC of £7,500,000 in 2016/17. Interest of £133,000 on the loan is included in Financing and Investment Income. This is included in short term creditors at the year end. As detailed in Note 25 the Council disposed of dwellings under construction to the company of £6,355,000 during the year.

Revenues of £14,000 on services provided by the Council to the company are included in the Comprehensive Income and Expenditure Statement and short term creditors at the year end.

The consolidated financial statements of the Council and the company have been presented in the Group Accounts.

Storey's Field Community Trust

Storey's Field Community Trust is a company limited by guarantee established by the University of Cambridge and Cambridge City Council to jointly manage and operate the new community centre currently under construction in North West Cambridge. The centre will not open until later this year so there are no material transactions in the period to 31 March 2017.

Shared services with other local authorities

The Council shares a number of services with Huntingdonshire District Council and South Cambridgeshire District Council. These include ICT, Building Control, and Legal, which commenced on 1 October 2015 under the banner of 3Cs Shared Services. In addition the Council shares a waste service with South Cambridgeshire District Council. There is a lead authority for each service and the Council accounts for shared service transactions in its accounts in accordance with *The Code of Practice on Local Authority Accounting*.

No other material transactions have been identified for disclosure which are not already included elsewhere in this Statement of Accounts.

Other related party transactions

As detailed in Note 13 Suzanne Hemingway commenced employment as a Strategic Director in August 2016. Prior to her employment she provided consultancy services to the Council. The Council paid £2,200 to Heron Consulting Limited during 2016/17 and there have been no transactions since taking up employment.

Notes to the Main Financial Statements

13 Employee Remuneration

The number of employees whose remuneration, excluding employer's pension contributions, was £50,000 or more in bands of £5,000 were:

	2016/17	2015/16
£50,000 to £54,999	4	2
£55,000 to £59,999	2	1
£60,000 to £64,999	3	2
£65,000 to £69,999	1	6
£70,000 to £74,999	8	5
£75,000 to £79,999	1	0
£80,000 to £84,999	0	0
£85,000 to £89,999	0	0
£90,000 to £94,999	0	3
£115,000 to £119,999	0	0
£120,000 to £124,999	1	1
Total	20	20

The remuneration of senior officers, who are included in the above table, is disclosed in more detail, including employer's pension contributions, below:

Financial year 2016/17

(£) Position / Name	Note	Salary	Honorarium	Redundancy	Pension Contribution	Total
Chief Executive (A Jackson)	1	123,728	0	0	21,529	145,257
Director of Environment (S Payne)	2	27,993	0	51,742	4,871	84,606
Director of Customer & Community Services (L Bisset)	3	2,630	0	0	458	3,088
Strategic Director (R Ward)	4	58,640	0	0	10,203	68,843
Strategic Director (S Hemingway)	5	53,243	0	0	9,264	62,507
Head of Corporate Strategy (A Limb)		72,385	0	0	12,595	84,980
Head of Finance (Section 151 Officer) (C Ryba)	6	72,385	0	0	12,595	84,980
Strategic Advisor (L Bisset)	7	38,085	0	0	6,627	44,712

Notes to the Main Financial Statements

Notes:

1. The Chief Executive received Election Payments of £6,844 in addition to the above.
2. The Director of Environment left the Council on 17 July 2016.
3. The Director of Customer & Community Services left the role on 10 April 2016
4. The Strategic Director (R Ward) left the Council on the 13 November 2016.
5. The Strategic Director (S Hemingway) commenced employment with the Council on 15 August 2016
6. The Head of Finance is shared with South Cambridgeshire District Council (SCDC), although not as Section 151 Officer. SCDC was charged £37,542 for 2016/17.
7. The post of Strategic Advisor (part time 2 days per week) commenced on 11 April 2016.

The Council has paid agency fees of £78,570 for the services of a Strategic Director, David Edwards, for the period from November 2016 to March 2017.

The Council shares a Director of Economic Development and Planning with South Cambridgeshire District Council (SCDC) who commenced in June 2016. This Director is employed by SCDC and his costs of employment are disclosed in their statement of accounts. The Council's share of those costs for 2016/17 was £52,858.

Financial year 2015/16

(£) Position / Name	Note	Salary	Honorarium	Pension Contribution	Total
Chief Executive (A Jackson)	1	122,503	0	21,315	143,818
Director of Environment (S Payne)		93,729	0	16,309	110,038
Director of Customer & Community Services (L Bisset)		93,729	0	16,309	110,038
Director of Business Transformation (R Ward)		90,419	0	15,733	106,152
Head of Corporate Strategy (A Limb)		69,452	0	12,085	81,537
Head of Finance (Section 151 Officer) (C Ryba)	2	69,452	0	12,085	81,537

Notes:

1. The Chief Executive received Election Payments of £6,957 in addition to the above.
2. The Head of Finance is shared with South Cambridgeshire District Council (SCDC), although not as Section 151 Officer. SCDC was charged £35,535 for 2015/16.

The Council is required to recognise the costs of redundancy in the accounts in line with accounting standards. This means that the cost recognised in the accounts includes estimates for staff where the Council made the redundancy decision in 2016/17, but the staff will not leave and receive any exit payment until 2017/18. The number of exit packages recognised in the accounts, analysed

Notes to the Main Financial Statements

between compulsory redundancies and other departures, and the total cost per band are set out in the table below:

Exit Package cost band (including special payments)	Number of Compulsory Redundancies		Number of other departures agreed		Total Number of exit packages by cost band		Total cost of exit packages in each band (£000)	
	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16
£0 - £20,000	7	6	0	0	7	6	58	67
£20,001 - £40,000	0	4	0	0	0	4	0	99
£40,001 - £60,000	0	1	0	0	0	1	0	42
£60,001 - £80,000	0	2	0	0	0	2	0	147
£80,001 - £100,000	0	2	0	0	0	2	0	164
£100,001 - £150,000	0	1	0	0	0	1	0	120
Total	7	16	0	0	7	16	58	639

The cost of exit packages includes the capital costs of early retirements (which are not relevant in every case) due to be paid to the Local Government Pension Scheme by the Council. These costs are disclosed as post-employment benefit costs within non-distributed costs on the Comprehensive Income and Expenditure Statement.

Prior year bandings and the total cost of exit packages have been restated where there were differences between the estimated cost of departure as used in the note in last year's accounts and the actual cost.

14 Audit Costs

Cambridge City Council incurred the following fees relating to external audit.

(£000s)	2016/17	2015/16
Ernst & Young LLP - External audit services	57	52
Ernst & Young LLP - Certification of grant claims and returns	19	15
Ernst & Young LLP – Non-audit fee	3	0
	81	67

Notes to the Main Financial Statements

15 Property, Plant and Equipment

Financial year 2016/17

(£000s)	Council Dwellings	Other Land & Buildings	Vehicles, Plant, Furniture & Equipment	Infrastructure Assets	Community Assets	Surplus Assets	Assets under Construction	Total Property, Plant & Equipment
Cost or Valuation								
At 1 April 2016	586,941	138,449	19,726	4,262	1,173	3,682	31,853	786,086
Additions	7,533	96	1,154	232	22	1,188	19,053	29,278
Revaluation increases/(decreases) recognised in the revaluation reserve	(12,253)	3,460	0	0	0	3,003	(125)	(5,915)
Revaluation increases/(decreases) recognised in the surplus / deficit on provision of services	(8,681)	1,376	0	0	0	(321)	0	(7,626)
Derecognition – disposals	(5,076)	(2,285)	0	0	0	0	0	(7,361)
Derecognition – other	(333)	(82)	0	0	0	0	0	(415)
Assets reclassified from Investment Properties	0	245	0	0	0	0	0	245
Assets reclassified (to) / from held for sale	(285)	0	(415)	0	0	0	(6,355)	(7,055)
Assets reclassified to / (from) other categories of property, plant and equipment	11,742	115	277	29	0	1,709	(13,872)	0
At 31 March 2017	579,588	141,374	20,742	4,523	1,195	9,261	30,554	787,237
Accumulated Depreciation and Impairment								
At 1 April 2016	0	(1,679)	(11,044)	(558)	0	0	0	(13,281)
Depreciation charge	(9,058)	(4,308)	(1,857)	(117)	0	0	0	(15,340)
Depreciation written out to the Revaluation Reserve	8,949	2,573	0	0	0	26	0	11,548
Derecognition – disposals	76	402	0	0	0	0	0	478
Derecognition – other	3	3	0	0	0	0	0	6
Impairments	0	0	0	0	0	0	0	0
Assets reclassified to / (from) Held for Sale	4	0	382	0	0	0	0	386
Assets reclassified (to) / from other categories of property, plant and equipment	26	0	0	0	0	(26)	0	0
Other movements	0	0	0	0	0	0	0	0
At 31 March 2017	0	(3,009)	(12,519)	(675)	0	0	0	(16,203)
Net Book Value								
At 31 March 2017	579,588	138,365	8,223	3,848	1,195	9,261	30,554	771,034
At 31 March 2016	586,941	136,770	8,682	3,704	1,173	3,682	31,853	772,805

Notes to the Main Financial Statements

Financial year 2015/16

(£000s)	Council Dwellings	Other Land & Buildings	Vehicles, Plant, Furniture & Equipment	Infrastructure Assets	Community Assets	Surplus Assets	Assets under Construction	Total Property, Plant & Equipment
Cost or Valuation								
At 1 April 2015	538,100	128,892	18,185	3,579	1,151	197	13,290	703,394
Additions	10,124	230	1,512	533	22	0	30,003	42,424
Revaluation increases/(decreases) recognised in the revaluation reserve	21,822	9,901	0	0	0	608	0	32,331
Revaluation increases/(decreases) recognised in the surplus / deficit on provision of services	9,329	1,539	0	0	0	0	1,351	12,219
Derecognition – disposals	(3,271)	0	(279)	0	0	0	0	(3,550)
Derecognition – other	(445)	(70)	0	0	0	(69)	(6)	(590)
Assets reclassified from Investment Properties	(120)	(2,130)	0	0	0	3,000	0	750
Assets reclassified (to) / from held for sale	(381)	0	(236)	0	0	0	(275)	(892)
Assets reclassified to / (from) other categories of property, plant and equipment	11,783	87	544	150	0	(54)	(12,510)	0
At 31 March 2016	586,941	138,449	19,726	4,262	1,173	3,682	31,853	786,086
Accumulated Depreciation and Impairment								
At 1 April 2015	0	(6,037)	(9,665)	(454)	0	0	0	(16,156)
Depreciation charge	(8,517)	(3,816)	(1,683)	(105)	0	(2)	0	(14,123)
Depreciation written out to the Revaluation Reserve	8,460	8,168	0	0	0	0	0	16,628
Derecognition – disposals	51	0	94	0	0	0	0	145
Derecognition – other	0	6	0	0	0	2	0	8
Impairments	0	0	(4)	0	0	0	0	(4)
Assets reclassified to / (from) Held for Sale	6	0	214	0	0	0	0	220
Assets reclassified (to) / from other categories of property, plant and equipment	0	0	0	0	0	0	0	0
Other movements	0	0	0	1	0	0	0	1
At 31 March 2016	0	(1,679)	(11,044)	(558)	0	0	0	(13,281)
Net Book Value								
At 31 March 2016	586,941	136,770	8,682	3,704	1,173	3,682	31,853	772,805
At 31 March 2015	538,100	122,855	8,520	3,125	1,151	197	13,290	687,238

Notes to the Main Financial Statements

16 Property - Revaluations

The Council carries out a rolling programme that ensures that Property, Plant and Equipment to be revalued are done so at least every five years.

Current year revaluations were carried out by Independent External Valuers (all RICS registered) in accordance with the RICS Valuation – Professional Standards UK and global January 2014 (revised April 2015) as amended) issued by the Royal Institution of Chartered Surveyors and the Code of Practice on Local Authority Accounting in the United Kingdom 2016/17:

G Harbord MA MRICS IRRV(Hons) (Wilks Head and Eve)
M Aldis BSc (Hons) MRICS IRRV (Hons) (Wilks Head and Eve)
P Smith BSc (Hons) MRICS IRRV (Hons) (Wilks Head and Eve)
Amanda Briggs BA (Hons) MRICS (Bidwells LLP)
Anna Groom MA MRICS (Bidwells LLP)
Clare Sale MRICS (Bidwells LLP)
Duncan Wisbey MRICS (Bidwells LLP)

The valuation of operational property was on the basis of current value derived on the basis of Existing Use Value except for specialised operational assets which were assessed on the basis of Depreciated Replacement Cost. Further detail on the basis for valuation is set out in the statement of accounting policies on page 98.

The following statement should be noted with regard to the valuations carried out by Bidwells LLP:

In reaching the final valuation figures Bidwells has departed from the RICS Valuation – Professional Standards in that they have not been instructed to inspect the properties or read all the leases. For all the properties they undertook external inspections only and have relied on information provided by Cambridge City Council; the accuracy of the valuation depends on the accuracy of the information provided.

In accordance with the Valuation Standards, Bidwells confirms that it last valued the properties in 2016 and has acted as valuer for Cambridge City Council since March 1994. They also confirm that in their last financial year the fees received from Cambridge City Council represented less than 5% of their turnover and they do not expect any material increase in these fees in 2017. Bidwells has a policy of rotating personnel undertaking this valuation so that no single valuer values the portfolio for more than seven consecutive years. This rotation is undertaken in accordance with Bidwells Management System under ISO 9001:2000

The Council has chosen to depart from the Professional Standards on the grounds of achieving best value for money in relation to property valuation work.

Surplus General Fund properties are valued at fair value (at level 3 of the fair value hierarchy) as at 31 March 2017. This value represents the development potential based on a value per net developable acre taking into account planning risk. If the value per acre falls or the planning risk increases the fair value will fall. The impact of this valuation is an unrealised gain of £320,000 to the revaluation reserve as recognised in the surplus on revaluation of property, plant and equipment in other comprehensive income and expenditure.

Surplus Housing properties are valued at fair value (at level 2 of the fair value hierarchy) as at 31 March 2017 based on comparable market data. The impact of this valuation is an unrealised gain of £2,709,000 to the revaluation reserve as recognised in other comprehensive income and

Notes to the Main Financial Statements

expenditure and a revaluation loss of £352,000 recognised in the Housing Revenue Account Income and Expenditure Statement

The following table shows the current carrying value of Property, Plant and Equipment assets by the date of the most recent valuation:

(£000s)	Council Dwellings	Other Land and Buildings	Surplus Assets	Total
Valued at fair value as at:				
31 March 2017	579,588	87,277	9,261	676,126
31 March 2016	0	42,706	0	42,706
31 March 2015	0	4,021	0	4,021
31 March 2014	0	3,607	0	3,607
31 March 2013	0	754	0	754
Total Valuation	579,588	138,365	9,261	727,214

Details on investment property valuation can be found in Note 21.

Vehicles, Plant and Equipment as short life operational assets, are held at historical cost less depreciation as a proxy for fair value.

17 Property, Plant and Equipment - Depreciation

The majority of the Council's Property, Plant and Equipment are council dwellings. Flats are assessed as having a remaining life of 45 years and houses 46 years.

The useful lives of other assets are generally estimated as:

- Infrastructure Assets – 10 to 40 years
- Other buildings (main structure) – 5 to 90 years. Material components may be depreciated over a lesser term.
- Vehicles, Plant and Equipment – 3 to 25 years

Notes to the Main Financial Statements

18 Capital Expenditure and Capital Financing

The total amount of capital expenditure incurred in the year is shown in the table below, together with the resources that have been used to finance it. Where capital expenditure is to be financed in future years by charges to revenue as assets are used by the Council, the expenditure results in an increase in the Capital Financing Requirement (CFR), a measure of the capital expenditure incurred historically by the Council that has yet to be financed.

(£000s)	2016/17	2015/16
Opening Capital Financing Requirement	220,433	216,012
Capital Expenditure		
Property, Plant and Equipment	29,278	42,424
Investment Properties	417	9,839
Intangible Assets	0	18
Non-current assets held for sale	0	163
Capital Expenditure Charged to the Comprehensive Statement of Income and Expenditure		
Revenue Expenditure Funded from Capital	3,779	4,304
De-minimis capital expenditure	658	960
Loans Advanced		
Private Sector Housing Improvement Loans	44	23
Loan to group company	7,500	0
Revaluation losses on non-dwelling HRA assets charged to the Comprehensive Statement of Income and Expenditure	(135)	(186)
Sources of finance		
Capital receipts	(12,347)	(11,010)
Government grants and other contributions	(5,720)	(8,520)
Revenue and reserves	(18,890)	(33,591)
Other movements	1	(3)
Closing capital financing requirement	225,018	220,433

Notes to the Main Financial Statements

19 Capital Commitments

At 31 March 2017, the Council was contractually committed to capital work valued at approximately £7.5 million, as shown in the following table.

(£000s)	31 March 2017	31 March 2016
Property, Plant and Equipment		
Clay Farm Community Centre	2,740	6,717
Vehicle Asset Replacement Programme	134	185
HRA New Build Properties	2,435	14,745
Housing Capital Programme	1,132	2,128
General Fund Property Acquisition for Housing Company	0	1,745
Bus shelters	0	75
Replacement telecommunications and LAN	116	188
Grand Arcade Car Park LED Lights	52	0
Land at Clay Farm	595	731
Assets Held For Sale		
Development land on Kings Hedges Road	52	0
Investment Properties		
Clay Farm commercial property construction costs	63	253
Commercial properties asset replacement	0	131
Revenue Expenditure Funded from Capital Under Statute		
*Community Development Grants Programme	140	115
Green Deal Grants	0	1,892
Cambridge City 20 mph Zones Project	81	0
	7,540	28,905

Notes to the Main Financial Statements

20 Investment Properties

The following items of income and expense have been accounted for in the Comprehensive Income and Expenditure Statement.

(£000s)	2016/17	2015/16
Rental income from investment property	(8,946)	(8,266)
Direct operating expenses arising from investment property	498	395
Net gain	(8,448)	(7,871)

There are no restrictions on the Council's ability to realise the value inherent in its investment property or on the Council's right to the receipt of income and the proceeds of disposal.

The following summarises the movement in the fair value of investment properties (measured at Level 3 in the Fair Value Hierarchy) over the year.

(£000s)	2016/17	2015/16
Balance at start of the year	144,274	121,765
<i>Additions:</i>		
Subsequent expenditure	226	213
Acquisitions	190	9,626
Unrealised gains/(losses) recognised in Financing and Investment Income line in Surplus/Deficit on the provision of services from fair value adjustments	10,261	13,420
Disposals	(1,000)	0
<i>Transfers:</i>		
(To) / from Property, Plant and Equipment	(245)	(750)
Balance at the end of the year	153,706	144,274
Acquisitions included above measured at historic cost	(369)	(179)
Fair value at year end	153,337	144,095

Notes to the Main Financial Statements

21 Fair Value Measurement of Investment Properties

Investment properties are held at fair value, with the exception of investment properties under construction where it is too soon to measure fair value reliably. These assets are held at historic cost.

Investment properties are classified as Level 3 within the value hierarchy as defined within IFRS13. Level 3 inputs used in valuing the properties are those which are unobservable and observable inputs where significant adjustments have been applied to determine specific property valuations, as opposed to level 1 (inputs from quoted prices) and level 2 (observable inputs either directly, i.e. as prices, or indirectly, i.e. derived from prices).

The portfolio is valued in line with the accounting policy detailed on page 104.

The valuation is undertaken by Bidwells LLP, on a fair value basis in line with IFRS 13 and in accordance with the methodologies and bases for estimation set out in the Royal Institution of Chartered Surveyors (RICS) Valuation – Professional Standards. Further details of Bidwells approach to the valuations can be found in Note 16.

The Council provides data to the valuers, including current lease and tenant data. The valuers use this and other inputs, including market transactions for similar properties, to produce valuations. These valuations and the assumptions they have made have been discussed with senior Council finance and property officers.

The following table shows an analysis of the fair values of investment property recognised in the balance sheet.

Property Class	Fair Value at 31 March 2017 (£'000)	Predominant Valuation technique	Key unobservable inputs	Range
Retail	38,116	Investment	Market Rent (psf) Market Rent (psf ZA) EY Yield	£8.60 - £41.00 £15.25 - £220 5.0% - 16.5%
Central Cambridge Shopping Centres	41,000	Investment	NIY Yield	4%
Offices	5,930	Investment	Market Rent (psf) EY Yield	£8.60 - £20.00 7.4% - 10.0%
Industrial	9,050	Investment	Market Rent (psf) EY Yield	£6.00 - £15.50 7.4% - 9.0%
Land	33,532	Investment / Comparable	Market Rent (per acre) NIY Yield EY Yield £/acre	£625 - £53,000 3.0% - 7.0% 6.5% - 10.0% £130,000 - £1,000,000
Leisure	2,910	Investment	EY Yield	7.49% - 15%
Other	22,799	Investment	Yield	2.4% - 15%
Total	153,337			

Notes to the Main Financial Statements

The predominant valuation techniques are:

Investment Method

This involves estimating the rental value of each lettable part of the property, making an assessment of void periods and associated costs and then capitalising at an appropriate yield. Hope value is included where there is future reversionary potential such as conversion to residential use.

Comparable Method

The opinion of value was primarily derived using comparable recent market transactions on an arm's length basis with appropriate adjustments.

Sensitivity Analysis

The significant unobservable inputs used in the fair value measurement categorised within level 3 of the fair value hierarchy on investment property are:

- Market Rent – this is estimated for each lettable unit by comparison with recent lettings from within the property itself or nearby making appropriate adjustments for size, specification, location and incentives.
- Voids – an estimate of the likely period required to relet vacant property and the likelihood of lease renewal.
- Yield – opinion on the appropriate capitalisation rate to be applied by reference to transactions for comparable properties.

Significant increases/(decreases) in the rental value would result in a higher/(lower) fair value measurement.

Significant increases/(decreases) in the long term vacancy rate or yield would result in a lower/(higher) fair value measurement.

The current use of investment properties is highest and best use, with the exception of property in the Cambridge Northern Fringe East development area which is let out on a short term basis (with the Council able to exercise break clauses) pending redevelopment.

22 Leases

Council as Lessee

Finance Leases

The carrying value of investment properties held under finance leases was £2,430,000 at 31 March 2017 (£1,660,000 at 31 March 2016). Secondary lease payments of £2,247 in each of 2015/16 and 2016/17 were accounted for as finance costs. This annual charge will continue until 2035.

These relate to industrial units held under finance leases which are then leased out under operating leases and the total minimum lease payments are £54,283 at 31 March 2017 (£135,709 at 31 March 2016).

Notes to the Main Financial Statements

The Council leases in three car parks under long-term peppercorn leases. The carrying value of these car parks included in Property, Plant and Equipment was £38,100,000 at 31 March 2017 (£35,260,000 at 31 March 2016).

Operating Leases

The Council leases in a number of operational properties and some equipment under operating leases.

The future minimum lease payments due under non-cancellable leases in future years are:

(£000s)	31 March 2017	31 March 2016
Not later than one year	205	179
Later than one year and not later than five years	279	441
Later than five years	0	0
	484	620

The expenditure charged to the Comprehensive Income and Expenditure Statement during the year in relation to these leases was:

(£000s)	2016/17	2015/16
Minimum lease payments	324	221

Council as Lessor

Operating Leases

The Council leases out commercial properties across the City under operating leases. The portfolio includes shops, industrial units and shopping centres.

The future minimum lease payments receivable, under leases which cannot be cancelled, are:

(£000s)	31 March 2017	31 March 2016
Not later than one year	3,889	4,458
Later than one year and not later than five years	11,739	13,187
Later than five years	97,436	102,290
	113,064	119,935

The minimum lease payments receivable do not include contingent rents such as those based on turnover. In 2016/17 £2,254,764 of contingent rents were receivable by the Council (2015/16 £2,241,047).

Notes to the Main Financial Statements

23 Short-Term and Long-Term Investments

(£000s)	2016/17		2015/16	
	Long Term	Short Term	Long Term	Short Term
Investments in Icelandic banks and their UK subsidiaries	0	41	0	41
Loan to Group company	7,500	0	0	0
Other investments	24,585	71,117	32,050	56,760
	32,085	71,158	32,050	56,801

Investments in Icelandic Banks and their UK Subsidiaries

In October 2008, a number of Icelandic Banks and their UK subsidiaries went into administration.

The Council had £4 million deposited with Heritable Bank Plc. The Council has received 98% of its claim to date. The administrators have not given any firm indications as to the likely timing and scale of further dividends, but given the information available to it, the Council has assumed an overall recovery of 99%.

(£000s)	2016/17	2015/16
	Heritable Bank Plc	Heritable Bank Plc
Balance sheet carrying value		
Short term investments	41	41
Increase / (decrease) in impairment recognised in the Comprehensive Income and Expenditure account	0	(102)
Cash received	0	162

24 Long-Term Debtors

Long-term debtors which fall due after a period of at least one year:

(£000s)	31 March 2017	31 March 2016
Mortgages	1	1
Grand Arcade reverse lease premium	194	200
Private sector housing improvement loans	832	815
Sale of land at Kings Hedges	30	30
Deferred property sale proceeds	2,705	0
Cambridge Live	125	125
Visit Cambridge and Beyond	90	90
Employee Loans	0	2
Mortgage Repossessions Loans	7	7
	3,984	1,270

Notes to the Main Financial Statements

25 Assets Held for Sale

(£000s)	Current	
	2016/17	2015/16
Balance at 1 April	4,295	9,707
Assets newly classified as held for sale:		
Property, plant & equipment	6,669	672
Assets sold	(249)	(7,331)
Assets disposed of to group company	(6,355)	0
K1 Site – change in estimate of value – reverse previous loss in I&E	300	1,096
Enhancement expenditure	0	163
Impairment losses	(17)	(12)
Balance at 31 March	4,643	4,295

The 2016/17 and 2015/16 impairment losses relate to vehicles.

26 Debtors

(£000s)	31 March 2017	31 March 2016
Central government bodies	1,054	2,508
Other local authorities	1,176	2,065
NHS bodies	18	10
Council tax payers (City share)	358	383
National non domestic rate payers (City share)	273	152
Council tax payers (precepting bodies share)	643	1,285
Housing tenants and leaseholders	417	349
Trade and other	3,238	6,518
	7,177	13,270

27 Cash and Cash Equivalents

The balance of cash and cash equivalents is made up of the following elements:

(£000s)	31 March 2017	31 March 2016
Cash held by the Council	0	0
Bank current accounts	265	1,626
Bank deposit accounts	550	7,560
Overnight Money Market Funds	14,200	0
	15,015	9,186

Notes to the Main Financial Statements

28 Short-Term Creditors

(£000s)	31 March 2017	31 March 2016
Central government bodies	(7,645)	(4,934)
Other local authorities	(4,033)	(3,119)
Other entities and individuals	(7,908)	(9,841)
	(19,586)	(17,894)

29 Receipts in Advance

(£000s)	31 March 2017	31 March 2016
Cambridge City Council share of council tax receipts in advance	(301)	(296)
Cambridge City Council share of non-domestic rates receipts in advance	(979)	(689)
Capital grants receipts in advance	(349)	(47)
Housing tenants and leaseholders	(802)	(845)
Other	(1,881)	(1,836)
	(4,312)	(3,713)

30 Provisions

Insurance Provision

The insurance provision has been set aside to meet the estimated cost to the Council of outstanding insurance claims. However, the actual cost (if any) of individual claims and the timing of payments are uncertain and may be dependent upon the results of negotiation and/or legal action.

Under current insurance arrangements, the Council takes responsibility for meeting the first £10,000 of any liability claim up to a total combined loss in any insurance year of £200,000. For motor claims the Council takes responsibility for meeting the first £10,000 of any claim. For property losses, the Council is responsible for meeting up to £150,000 of claims in respect of General Fund property from the provision and up to £250,000 for HRA property from the HRA. The Council's external insurers meet claims or losses in excess of these amounts.

Business Rates Appeals Provision

Since the introduction of the Business Rates Retention Scheme from 1 April 2013, local authorities are liable for successful appeals against business rates charged to businesses, both in the current financial year and earlier years, in proportion to their local share of business rates income. The Council's share of business rates income is 40%.

A provision has therefore been recognised for the best estimate of the amount that will be repayable in respect of years up to 31 March 2017 following successful rating valuation appeals. This estimate has been calculated using the Valuation Office Agency (VOA) ratings list of appeals and historical data on successful appeals to date. The timing of the settlement of these appeals is uncertain as they are outside of the Council's control.

Notes to the Main Financial Statements

(£000s)	Insurance Provision	Business Rates Appeals Provision	Other Provisions	Total
Balance at 1 April 2016	(646)	(3,805)	(260)	(4,711)
Additional provisions made in 2016/17	(167)	(766)	(96)	(1,029)
Amounts used in 2016/17	295	896	251	1,442
Unused amounts reversed in 2016/17	126	0	0	126
Balance as at 31 March 2017	(392)	(3,675)	(105)	(4,172)

31 Grant Income

The Council credited the following significant grants and contributions to the Comprehensive Income and Expenditure Statement in 2016/17:

(£000s)	2016/17	2015/16
Credited to Taxation and Non Specific Grant Income		
Revenue Support Grant	(1,954)	(3,012)
New Homes Bonus	(6,332)	(4,976)
New Burdens and Transitional Grants	(61)	(86)
Individual Electoral Registration Grants	0	(103)
Homelessness Grants	0	(196)
Syrian Resettlement Grant	(313)	0
Small Business Rate Relief Grant	(311)	(311)
Other Business Rate Relief Grants	(26)	(653)
Welfare Reform Grants	(116)	(122)
Other Capital grants and contributions	(1,751)	(4,925)
	(10,864)	(14,384)
Credited to Services		
Community Housing Grant	(52)	0
Discretionary Housing Payments	(189)	(149)
Rent Allowance and Rent Rebates Admin Subsidy	(402)	(480)
Rent Allowance Subsidy	(19,063)	(19,196)
Rent Rebates Subsidy	(18,218)	(19,017)
Non HRA Rent Rebates Subsidy	(437)	(477)
Other Housing Benefit Grants	(70)	(75)
Other capital grants and contributions	0	(358)
	(38,431)	(39,752)

Notes to the Main Financial Statements

The Council has received a number of developer contributions that have yet to be recognised as income as they have conditions attached to them that may require the monies to be returned to the developer. The balances at the year-end are as follows:

(£000s)	31 March 2017	31 March 2016
Capital Grants Receipts in Advance		
Due within 12 months	(349)	(47)
Due in more than 12 months	(8,173)	(7,778)
Total	(8,522)	(7,825)

32 Usable Reserves

Movements in the Council's usable reserves are detailed in the Movement in Reserves Statement and Notes 4 and 5.

33 Unusable Reserves

(£000s)	31 March 2017	31 March 2016
Deferred Capital Receipts Reserve	(2,735)	(3,979)
Revaluation Reserve	(148,645)	(147,009)
Capital Adjustment Account	(564,950)	(555,750)
Financial Instruments Adjustment Account	65	80
Pensions Reserve	114,032	106,762
Collection Fund Adjustment Account	768	1,847
Available for Sale Reserve	450	(2)
Accumulated Absences Account	455	455
Total Unusable Reserves	(600,560)	(597,596)

Deferred Capital Receipts Reserve

The Deferred Capital Receipts Reserve holds the gains recognised on the disposal of non-current assets but for which cash settlement has yet to take place. Under statutory arrangements, the Council does not treat these gains as usable for financing new capital expenditure until they are backed by capital receipts. When the deferred cash settlement actually takes place, amounts are transferred to the Capital Receipts Reserve.

(£000s)	2016/17	2015/16
Balance at 1 April	(3,979)	(3,226)
Deferred sale proceeds on disposal of non-current assets	(2,705)	(3,403)
Transfer to the Capital Receipts Reserve upon receipt of cash	3,949	2,650
Balance at 31 March	(2,735)	(3,979)

Notes to the Main Financial Statements

Revaluation Reserve

The Revaluation Reserve contains the gains made by the Council arising from increases in the value of its Property, Plant and Equipment. The balance is reduced when assets with accumulated gains are:

- Revalued downwards or impaired and the gains are lost
- Used in the provision of services and the gains are consumed through depreciation, or
- Disposed of and the gains are realised

The Reserve contains only revaluation gains accumulated since 1 April 2007, the date that the Reserve was created. Accumulated gains arising before that date are consolidated into the balance on the Capital Adjustment Account.

(£000s)	2016/17	2015/16
Balance at 1 April	(147,009)	(104,993)
Net (gains) / losses on revaluations during the year	(5,632)	(49,069)
Amounts written off to the Capital Adjustment Account		
Difference between fair value depreciation and historical cost depreciation	3,054	1,821
Accumulated gains on assets sold or scrapped	942	5,232
Balance at 31 March	(148,645)	(147,009)

Capital Adjustment Account

The Capital Adjustment Account absorbs the timing differences arising from the different arrangements for accounting for the consumption of non-current assets and for financing the acquisition, construction or enhancement of those assets under statutory provisions. The Account is debited with the cost of acquisition, construction or enhancement as depreciation, impairment losses and amortisations are charged to the Comprehensive Income and Expenditure Statement (with reconciling postings from the Revaluation Reserve to convert fair value figures to a historical cost basis). The Account is credited with the amounts set aside by the Council as finance for the costs of acquisition, construction and enhancement.

The Account contains accumulated gains and losses on Investment Properties.

The Account also contains revaluation gains accumulated on Property, Plant and Equipment before 1 April 2007, the date that the Revaluation Reserve was created to hold such gains.

Note 4 provides details of the source of all the transactions posted to the Capital Adjustment Account, apart from those involving the Revaluation Reserve.

Notes to the Main Financial Statements

(£000s)	2016/17	2015/16
Balance at 1 April	(555,750)	(499,567)
Charges for depreciation and impairment of non-current assets	15,340	14,124
Revaluation losses/(gains) on property, plant and equipment	7,492	(12,406)
Impairment losses on assets held for sale	(283)	(1,084)
Impairments on property, plant and equipment	0	4
Amortisation of intangible assets	89	108
Revenue expenditure funded from capital under statute and de minimis capital spend	4,437	5,264
Amounts of non-current assets written off on disposal or sale as part of the gain/loss on disposal to the Comprehensive Income and Expenditure Statement	13,954	6,159
Depreciation in excess of historic cost transfer from revaluation reserve	(3,054)	(1,821)
Use of the Capital Receipts Reserve to finance new capital expenditure	(12,347)	(11,010)
Use of the Major Repairs Reserve to finance new capital expenditure	(5,990)	(6,892)
Application of grants and contributions to capital financing	(5,720)	(8,520)
Private sector housing loans	43	10
Capital expenditure charged against the General Fund and Housing Revenue Account balances	(12,900)	(26,699)
Movements in the market value of investment properties debited or credited to the Comprehensive Income and Expenditure Statement	(10,261)	(13,420)
Balance at 31 March	(564,950)	(555,750)

Pensions Reserve

The Pensions Reserve absorbs the timing differences arising from the different arrangements for accounting for post-employment benefits and for funding benefits in accordance with statutory provisions. The Council accounts for post-employment benefits in the Comprehensive Income and Expenditure Statement as the benefits are earned by employees accruing years of service, updating the liabilities recognised to reflect inflation, changing assumptions and investment returns on any resources set aside to meet the costs. However, statutory arrangements require benefits earned to be financed as the Council makes employer's contributions to pensions funds or eventually pays any pensions for which is it directly responsible. The debit balance on the Pensions Reserve therefore shows a substantial shortfall in the benefits earned by past and current employees and the resources the Council has set aside to meet them. The statutory arrangements will ensure that funding will have been set aside by the time the benefits come to be paid. Further details on pension transactions are shown in note 37.

Notes to the Main Financial Statements

(£000s)	2016/17	2015/16
Balance at 1 April	106,762	124,811
Remeasurements of the net defined benefit liability/(asset)	3,293	(22,821)
Reversal of items relating to retirement benefits debited or credited to the Surplus or Deficit on the Provision of Services in the Comprehensive Income and Expenditure Statement	10,400	10,494
Employer's pension contributions and direct payments to pensioners payable in the year	(6,423)	(5,722)
Balance at 31 March	114,032	106,762

Collection Fund Adjustment Account

The Collection Fund Adjustment Account manages the differences arising from the recognition of council tax and non-domestic rates income in the Comprehensive Income and Expenditure Statement as it falls due from tax payers compared with the statutory arrangements for paying across amounts to the General Fund from the Collection Fund.

(£000s)	2016/17	2015/16
Balance at 1 April	1,847	4,536
Amount by which council tax income credited to the Comprehensive Income and Expenditure Statement is different from council tax income calculated for the year in accordance with statutory requirements	(52)	(17)
Amount by which non-domestic rates income credited to the Comprehensive Income and Expenditure Statement is different to the non-domestic rates income calculated for the year in accordance with statutory requirements	(1,027)	(2,672)
Balance at 31 March	768	1,847

34 Contingent Liabilities

NHS Trusts

During January and February 2016, NHS Trusts wrote to local authorities countrywide claiming charitable status and requesting mandatory relief from business rates under s.43(5) and (6) of the Local Government Act 1988, the request being backdated to 2010. If granted this would lead to a repayment of 80% of the rates paid. It has been estimated that the backdated loss of rates income to 31 March 2017 to the Collection Fund would be in the order of £14.4 million. The Council's share of this loss would be £5,764,000.

Legal advice obtained on behalf of the NHS Trusts is that they are charities. The Local Government Association (LGA) has sought legal advice on behalf of the affected councils. Counsel advice to the LGA is that NHS Trusts and Foundation Trusts are not charities, and that the applications for rate relief are therefore unfounded.

Notes to the Main Financial Statements

35 Financial Instruments

Categories of Financial Instrument

The following categories of financial instrument are carried in the balance sheet:

(£000s)	Long Term		Current	
	31 March 2017	31 March 2016	31 March 2017	31 March 2016
Investments				
Loans and receivables	17,500	22,000	61,143	46,728
Available-for-sale financial assets	14,535	10,000	10,015	10,073
Unquoted equity investment at cost	50	50	0	0
Debtors				
Loans and receivables	1,279	1,270	4,443	8,829
Available-for-sale financial assets	2,705	0	0	0
Creditors & Receipts in Advance				
Financial liabilities at amortised cost	(8,173)	(7,778)	(11,398)	(12,872)
Borrowing				
Financial liabilities at amortised cost	(213,572)	(213,572)	(82)	(82)
	(185,676)	(188,030)	64,121	52,676

Private Sector Housing Improvement Loans

The Council makes means-tested loans of up to £20,000 to individuals, secured on the value of their property, in order to fund major improvements. These loans are normally repayable on sale of the property. These loans are interest free and are therefore deemed to be soft loans which are included in the balance sheet as loans and receivables. The notional interest rate used for these loans is based on the Council's prevailing cost of borrowing for a maturity loan of 5 years duration. No allowance is made for the risk that the loans might not be repaid as they are secured.

(£000s)	2016/17	2015/16
Balance sheet carrying value as at 1 April	815	793
Adjustment to opening values/other adjustments	(3)	4
Nominal value of new loans recognised in the year	44	23
Interest – increase in discounted amount	17	19
Loans repaid	(43)	(14)
Fair value adjustment	2	(10)
Balance sheet carrying value as at 31 March	832	815
Loan payments outstanding (nominal value) at 31 March	896	895

Notes to the Main Financial Statements

Income, Expense, Gains and Losses

The following items of income, expense, gain or loss are reflected in the Statement of Comprehensive Income and Expenditure in respect of financial instruments:

(£000s)	2016/17			2015/16		
	Financial Liabilities at amortised cost	Financial Assets – Loans and Receivables	Financial Assets – Available for Sale	Financial Liabilities at amortised cost	Financial Assets – Loans and Receivables	Financial Assets – Available for Sale
Interest expense	7,498	0	0	7,532	0	0
Reductions in fair value	0	2	0	0	10	0
Reversal of losses on impaired financial assets	0	0	0	0	(107)	0
Impairment losses	0	245	0	0	216	0
Total expense in Surplus on the Provision of Services	7,498	247	0	7,532	119	0
Increases in fair value	0	0	0	0	0	0
Interest Income	0	(803)	(626)	0	(710)	(666)
Total income in Surplus on the Provision of Services	0	(803)	(626)	0	(710)	(666)
Losses/(gains) on revaluation	0	0	452	0	0	(568)
Deficit/(Surplus) arising on revaluation of financial assets in Other Comprehensive Income & Expenditure	0	0	452	0	0	(568)

Notes to the Main Financial Statements

Financial assets measured at fair value in the balance sheet

Available-for-sale investment financial assets are measured at fair value on a recurring basis and are described in the following table, including the valuation techniques used to measure them.

Recurring fair value measurements	Input level in fair value hierarchy	Valuation technique used to measure fair value	31 March 2017 (£000s)	31 March 2016 (£000s)
Units in CCLA Property Fund	Level 1	Unadjusted quoted prices in active markets for identical units	14,535	10,000
Certificates of Deposit	Level 1	Unadjusted quoted prices in active markets for identical CDs	0	10,073
Enhanced Cash Funds	Level 1	Unadjusted quoted prices in active markets for identical units	10,015	0
Contingent proceeds on disposal of assets	Level 3	Valuation of likely estimated sale proceeds	2,705	0
			27,255	20,073

As disclosed above, the Council has disposed of a number of assets where the consideration cannot be known with certainty at the current balance sheet date as the final amount is contingent on a number of other events. Where possible the Council has estimated the fair value of these proceeds on a likely average basis. In the case of disposal of land in North East Cambridge the potential proceeds are so uncertain both in timing and amount and no value has currently been recognised in the accounts. The total estimated proceeds on disposal of assets have been reflected in the surplus on disposal as reported in other operating income in the Comprehensive Income and Expenditure Statement.

Equity shares, as available-for-sale assets are required to be valued at fair value if material.

The Council has a shareholding in Cambridge City Housing Company (representing 100% of the company's capital). The shares are carried at cost of £1 and have not been valued as fair value cannot be measured reliably. The company commenced trading during the year. The Council has no current intention to dispose of the shareholding.

The Council has also made an exception to this treatment in respect of its shareholding in the UK Municipal Bonds Agency Plc. The shares in this company are carried at cost of £50,000 and have not been valued as a fair value cannot be measured reliably. The Council has no current intention to dispose of the shareholding.

Fair value of financial assets and liabilities that are not measured at fair value (but for which fair value disclosures are required)

Financial liabilities and financial assets represented by loans and receivables are carried in the balance sheet at amortised cost. Their fair value (assessed as level 2 in the fair value hierarchy) can be assessed by calculating the present value of the cash flows that will take place over the remaining term of the instruments, using the following assumptions:

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- ◆ An estimated interest rate at 31 March 2017 of 1.51% (1.89% at 31 March 2016) has been used to calculate the fair value of private sector housing improvement loans
- ◆ An estimated interest rate at 31 March 2017 of 1.77% has been used to estimate the fair value of the loan to Cambridge City Housing Company.
- ◆ Estimated ranges of interest rates at 31 March 2017 of 2.38% to 2.60% for long term loans from the Public Works Loans Board (PWLB).
- ◆ No early repayment is recognised
- ◆ Where an instrument will mature in the next 12 months, the carrying amount is assumed to approximate to fair value
- ◆ The fair value of trade and other receivables is taken to be the invoiced or billed amount
- ◆ The fair value of capital contributions received in advance is taken to be the amount received

The fair values are assessed as follows:

(£000s)	31 March 2017		31 March 2016	
	Carrying amount	Fair Value	Carrying amount	Fair Value
Financial Liabilities at amortised cost				
Current liabilities	(11,398)	(11,398)	(12,872)	(12,872)
Long term liabilities	(8,173)	(8,173)	(7,778)	(7,778)
Short term borrowing	(82)	(82)	(82)	(82)
Long term borrowing	(213,572)	(258,465)	(213,572)	(233,206)
Loans and receivables:				
Long term debtors	1,279	1,279	1,270	1,270
Current debtors	4,443	4,443	8,829	8,829
Long term investments	17,500	17,537	22,000	22,001
Current investments	61,143	61,143	46,728	46,728

The fair value of the long term PWLB loans measures economic effect of the terms agreed with the PWLB compared with estimates of the terms that would be offered for a market transaction undertaken at the balance sheet date. The difference between the carrying amount and the fair value measure the additional interest that the Council will pay over the remaining terms of the loans under the agreements with the PWLB, against what would be paid if the loans were at prevailing rates.

The fair value of the loans from the PWLB have been assessed using the new loans rate. IFRS 13 and the Code require that in the absence of a quoted price for a liability, fair value should be measured from the perspective of a market participant. For PWLB loans, measurement is therefore required from the perspective of the PWLB, assessing the price that they would be able to secure if they were to sell the loans in an orderly market transaction. However, it is sometimes not possible

Notes to the Main Financial Statements

to find observable active markets. The Council's treasury advisors have therefore advised using the PWLB new loan rate as a suitable proxy for a transfer value. This reflects the reality that the Council has a continuing ability to borrow at PWLB rates.

However, if the Council were to seek to take advantage of the lower prevailing market rates by repaying current PWLB loans, the PWLB would charge a penalty and the Council would have to pay the early redemption rate. The exit price for PWLB loans including this penalty would be £312,333,000.

36 Nature and extent of risks arising from financial instruments

The Council's activities expose it to a variety of financial risks:

- ◆ Credit risk – the possibility that other parties might fail to pay amounts due to the Council
- ◆ Liquidity risk – the possibility that the Council might not have funds available to meet its commitments to make payments
- ◆ Market risk – the possibility that financial loss might arise for the Council as a result of changes in such measures as interest rates and stock market movements.

How the Council manages those risks

The Council maintains principles for overall risk management, as well as approved policies covering specific areas, such as Treasury Management. The principles behind how the Council intends to manage overall credit, liquidity and market risk in its investments are contained within the Annual Treasury Management and Investment Strategy report, submitted to full Council before the start of each financial year. This strategy can be amended, but only by full Council. During 2016/17 the Council made amendments to its investment strategy. The increase in limits and diversification in using other financial instruments was necessary to offset the effects of further decreases in market interest rates without unduly increasing risk.

Credit risk

Credit risk arises from investments with banks and other financial institutions, as well as credit exposures to the Council's customers.

The Council seeks through the operation of its Treasury Management and Investment Strategy to minimise its exposure to risks in relation to investments.

Notes to the Main Financial Statements

The table below summarises current Treasury Management limits and the changes during the year.

Counterparty	Limit	Change in 2016/17
Government Debt Management Account Deposit Facility (DMADF)	Unlimited	Unchanged
UK Government Gilts, Treasury Bills and Supranational Bonds	£15m	Unchanged
HSBC Bank Plc (no longer Council's Bankers)	£20m	Reduced by £5m
Barclays Bank plc	£25m	Unchanged
Single named Institution (Nationalised Banks, Local Authorities, Nationwide Building Society & UK Domiciled Banks excluding Santander)	£20m	Unchanged
UK Banks Group Limit	£30m	Unchanged
All Long Term Deposits (Group Limits):	£50m	Increase of £10m
Local Authorities only (Long Term to 1 year)	£35m	Increase of £5m
CCLA Local Authorities Property Fund	£15m	Increase of £5m
Certificates of Deposit with UK Banks (Included within single counterparties limit)	£15m	Unchanged
AAA Money Market Funds	£15m total per fund	Unchanged
Enhanced Cash Funds (Standard & Poor's: AAAs/S1, Fitch: AAA/V1)	£10m total per fund	Increase of £5m per fund
UK subsidiary of foreign bank (Santander UK)	£5m	Unchanged
Named Foreign Banks (Svenska Handelsbanken)	£5m	Unchanged value Deutsche Bank removed from Counterparty List
Certificates of Deposit with the Named Foreign Banks (included within single counterparties limit)	£5m	Increase of £3m
Building Society (dependent on asset base and investment type)	£2m to £20m	Unchanged
CCLA Local Authorities' Property Fund	£15m	Increase of £5m

The Council uses the 'creditworthiness service' provided by Capita. This service has been progressively enhanced and uses a sophisticated modelling approach using credit ratings from the following rating agencies – Fitch, Moodys and Standard and Poor's. However, it does not rely solely on the current credit ratings of counterparties but also uses the following as overlays:

- Credit watches and credit outlooks from credit rating agencies
- Credit Default Swaps (CDS) spreads to give early warning of likely changes in credit ratings

This modelling approach combines credit ratings, credit watches and credit outlooks in a weighted scoring system which is then combined with an overlay of CDS spreads for which the end product is a series of colour code bands which indicate the relative creditworthiness of counterparties. These colour codes are also used by the Council to determine the appropriate duration for investments

Notes to the Main Financial Statements

and are therefore referred to as durational bands. The Council is satisfied that this service gives an appropriate level of security for its investments.

In light of the above investment strategy, the Council considers that it has taken all reasonable steps to reduce to a minimum any exposure to credit risks in relation to its investments at 31 March 2017 and that any residual risk cannot be quantified.

The following shows the original principal sums of investments at 31 March analysed by the nature of financial institution and remaining period to maturity:

(£000s)	Maturity Band				Total
	Less than 3 months	3 months to 6 months	6 months to 1 year	1 year to 3 years	
31 March 2017					
United Kingdom					
Banks	18,500	16,500	0	0	35,000
Building Societies	0	0	0	0	0
Local Authorities	4,000	6,000	16,000	10,000	36,000
Total	22,500	22,500	16,000	10,000	71,000

(£000s)	Maturity Band				Total
	Less than 3 months	3 months to 6 months	6 months to 1 year	1 year to 2 years	
31 March 2016					
United Kingdom					
Banks	21,000	33,500	0	0	54,500
Building Societies	0	2,000	0	0	2,000
Local Authorities	0	0	0	22,000	22,000
Total	21,000	35,500	0	22,000	78,500

In addition to these the Council has investments in available for sale assets as detailed in note 35, which do not have a defined maturity date.

These tables also exclude the investments in Heritable Bank as detailed in Note 23.

Notes to the Main Financial Statements

The following analysis summarises the Council's assessment of its potential maximum exposure to credit risk (impairment allowance) in relation to debtors:

(£000s)	31 March 2017		31 March 2016	
	Gross Debt	Impairment Allowance	Gross Debt	Impairment Allowance
Long term debtors	3,984	0	1,270	0
Current and former tenants	1,373	1,203	1,387	1,181
Other debtors	4,742	470	9,043	419
	10,099	1,673	11,700	1,600

Long-term debtors include private sector housing improvement loans and council house mortgages. These debts are secured on properties.

The movement in the impairment allowance during the year can be summarised as follows:

(£000s)	31 March 2017	31 March 2016
Balance at 1 April	1,600	1,555
Increase in allowance for impairment	210	215
Balances written off during the year	(137)	(170)
Balance at 31 March	1,673	1,600

The Council does not generally extend credit to its customers beyond 21 days. At 31 March 2017, of the total debtor and deferred debtor balances of £10.1 million (£11.7 million at 31 March 2016), the past due amount was £2.3 million (£2.0 million at 31 March 2016) and can be analysed by age as follows:

(£000s)	31 March 2017	31 March 2016
Customer Debts		
Less than three months	459	458
Three to six months	403	138
Six months to one year	191	223
More than one year	1,244	1,189
Balance at 31 March	2,297	2,008

Notes to the Main Financial Statements

Debts are not generally specifically impaired, so the impairment allowance is based on the age of overdue debt and can be analysed as follows:

(£000s)	31 March 2017	31 March 2016
Impairment allowance by age of debt		
Less than three months	145	139
Three to six months	116	76
Six months to one year	120	143
More than one year	1,153	1,242
Balance at 31 March	1,534	1,600

The Council has advanced a loan to Cambridge City Housing Company of £7.5 million which is due for repayment in April 2019. The credit risk from this loan is low as the loan is secured against the properties owned by the company.

Liquidity risk

The Council has a comprehensive cash flow management system that seeks to ensure that cash is available as needed. If unexpected movements happen, the Council has ready access to borrowings from the Public Works Loan Board (PWLB). There is no significant risk that it will be unable to raise finance to meet its commitments under financial instruments.

On 28 March 2012 the Council took out a number of fixed rate maturity loans with the PWLB to meet the cost of the HRA self-financing settlement due to central government. These loans had terms of between 26 and 45 years. The HRA business plan confirms the affordability of interest payments and the repayment of these loans on maturity and that the Council may be able to consider earlier redemption if advantageous. However, this will not be considered in the short-term, due to current market conditions.

The maturity analysis of the loans is as follows:

(£000s)	31 March 2017	31 March 2016
Between 20 and 25 years	53,393	42,714
Between 25 and 30 years	53,393	53,393
Between 30 and 35 years	53,393	53,393
Between 35 and 40 years	53,393	53,393
Between 40 and 45 years	0	10,679
	213,572	213,572

Accrued interest due on the PWLB loans to 31 March 2017 was £82,000 (£82,000 in 2015/16).

Notes to the Main Financial Statements

Market risk

Interest rate risk

The Council is exposed to minimal risk in terms of its exposure to movements in interest rates. This is because the majority of its investments are at fixed rates. These investments are also of less than one year in duration and so changes to fair value will be minimal. The Council does, however, utilise bank deposit accounts and on-call money market funds for very short term cash deposits and the interest rate on these accounts is variable.

In general terms, a rise in interest rates would have the following effects:

- ◆ Investments at variable rates – the interest income credited to the Income and Expenditure Account will rise
- ◆ Investments at fixed rates – the fair value of the assets will fall
- ◆ Loans at fixed rates – the fair value of liabilities will fall.

Borrowings are not carried at fair value, so nominal gains and losses on fixed rate borrowings would not impact on the surplus or deficit on the provision of services. The treasury management team has an active strategy for assessing interest rate exposure that feeds into the setting of the annual budget and which is used to update the budget during the year. During 2016/17, if interest rates on variable rate deposits had been one percentage point higher, with all other variables held constant, the financial effect would have been an additional income of £317,848 (£285,000 in 2015/16).

Price risk

The Council does not generally invest in equity shares in individual companies. However it has investments in Cambridge City Housing Company and the Municipal Bonds Agency as detailed in Note 35.

The Council also invested £10 million in the Local Authorities' Property Fund in 2014/15. This is a professionally diversified property portfolio. The Council invested a further £5 million in the Fund in 2016/17.

These investments are classified as 'available-for-sale', meaning that all movements in price will impact on gains and losses recognised in Other Comprehensive Income and Expenditure.

The Council is exposed to potential losses arising from future movements in the value of the Municipal Bonds Agency shares and those in Cambridge City Housing Company, but these are not material to the Council.

A loss of £465,000 in respect of the Local Authorities' Property Fund has been recognised in Other Comprehensive Income and Expenditure in 2016/17. This reflects general movements in the value of the shares over 2016/17, and the spread between the offer price at which the additional £5 million of units was purchased and the bid price that any purchasers would pay for them. A further movement in the bid price of 5% (positive or negative) would have resulted in a £727,000 gain or loss being recognised in Other Comprehensive Income and Expenditure in 2016/17.

The Council also holds a number of Enhanced Cash Funds, shown in current investments, which are available-for-sale assets and a small gain of £15,000 has been recognised in Other Comprehensive Income and Expenditure in 2016/17 in respect of these assets.

Notes to the Main Financial Statements

The statutory accounting arrangements around all investments treated as available-for-sale mean that any gains or losses arising from price movements recognised in the Comprehensive Income and Expenditure Statement are not borne by the General Fund for taxation purposes until the investments are sold. The Council intends to hold the investments in the Municipal Bonds Agency, Cambridge City Council, and the Local Authorities' Property Fund over the long term. .

Foreign exchange risk

The Council has no material financial assets or liabilities denominated in foreign currencies.

37 Defined Benefit Pension Schemes

Participation in pension schemes

As part of the terms and conditions of employment of its officers, the Council makes contributions towards the cost of post-employment benefits. Although these benefits will not actually be payable until employees retire, the Council has a commitment to make the payments and this needs to be disclosed at the time that employees earn their future entitlement.

The Council participates in the Local Government Pension Scheme, administered locally by Cambridgeshire County Council. This is a funded defined benefit final salary scheme, meaning that the Council and employees pay contributions into a fund, calculated at a level intended to balance the pension liabilities with investment assets.

The scheme is operated under the regulatory framework for the Local Government Pension Scheme and the governance of the scheme in 2016/17 was the responsibility of the Cambridgeshire Pension Fund Committee and Investment Sub-Committee. Policy is determined in accordance with the pension fund regulations.

The principal risks to the Council of the scheme are the longevity assumptions, statutory changes to the scheme, structural changes to the scheme (i.e. large scale withdrawals from the scheme), changes to inflation, bond yields and the performance of the equity investments held by the scheme. These are mitigated to a certain extent by the statutory requirements to charge to the General Fund and the Housing Revenue Account the amounts required by statute as described in the accounting policies note.

Transactions relating to post-employment benefits

The Council recognises the cost of retirement benefits in the reported cost of services when employees earn them, rather than when the benefits are eventually paid as pensions. However, the charge the Council is required to make against council tax is based on the employer contributions payable in the year, so the real cost of post-employment/retirement benefits is reversed out of the General Fund via the Movement in Reserves Statement. The following transactions have been made in the Comprehensive Income and Expenditure Statement and the General Fund Balance via the Movement in Reserves Statement during the year:

Notes to the Main Financial Statements

(£000s)	Local Government Pension Scheme	
	2016/17	2015/16
Comprehensive Income and Expenditure Statement		
Cost of Services:		
Current service cost	6,209	7,334
Past service costs (including curtailments)	409	268
Effect of settlements	14	(1,105)
Financing and Investment Income and Expenditure:		
Net interest cost	3,768	3,997
Total post-employment benefit charged to the surplus or deficit on the provision of services	10,400	10,494
Other post-employment benefit charged to the comprehensive income and expenditure statement		
Remeasurement of net defined benefit liability comprising:		
Return on plan assets (excluding the amount included in the net interest expense)	(32,451)	7,346
Changes in demographic assumptions	(2,472)	0
Changes in financial assumptions	46,014	(28,695)
Other experience changes	(7,798)	(1,472)
Total post-employment benefit charged to the comprehensive income and expenditure statement	13,693	(12,327)
Movement in reserves statement		
Reversal of net charges made to the surplus or deficit for the provision of services for post-employment benefits in accordance with the code	(3,977)	(4,722)
Actual Charges to the General Fund and Housing Revenue Account - Employers' contributions payable to the scheme	6,423	5,722

Pensions Assets and Liabilities Recognised in the Balance Sheet

(£000s)	2016/17	2015/16
Present value of the defined benefit obligation	(322,670)	(277,380)
Fair value of plan assets	208,638	170,618
Net liability arising from defined benefit obligation	(114,032)	(106,762)

The net liability shows the underlying commitments that the Council has in the long run to pay post-employment (retirement) benefits. The total liability of £114.0 million has a substantial impact on the net worth of the Council as recorded in the balance sheet. However, statutory arrangements for funding the deficit mean that the financial position of the Council remains healthy.

Notes to the Main Financial Statements

Assets and liabilities in relation to post-employment benefits

Reconciliation of present value of the scheme liabilities (defined benefit obligation):

(£000s)	2016/17	2015/16
Opening balance at 1 April	(277,380)	(302,046)
Current Service Cost	(6,209)	(7,334)
Past service cost	(409)	(268)
Effect of settlements	(5)	5,734
Interest Cost	(9,693)	(9,556)
Contributions by scheme participants	(1,570)	(1,584)
Benefits paid	8,054	7,246
Estimated unfunded benefits paid	286	261
Remeasurements – changes in financial assumptions	(46,014)	28,695
Remeasurements – other experience	7,798	1,472
Remeasurements – changes in demographic assumptions	2,472	0
Closing balance at 31 March	(322,670)	(277,380)

Changes in financial assumptions reflect the change in the discount rate used by the actuary to estimate the Council's liability as detailed in Note 42.

Reconciliation of fair value of the scheme (plan) assets:

(£000s)	2016/17	2015/16
Opening balance at 1 April	170,618	177,235
Effect of settlements	(9)	(4,629)
Interest income on plan assets	5,925	5,559
Contributions by scheme participants	1,570	1,584
Employer Contributions	6,137	5,461
Contributions in respect of unfunded benefits	286	261
Benefits paid	(8,054)	(7,246)
Unfunded benefits paid	(286)	(261)
Remeasurements – return on assets excluding amount in net interest expense	32,451	(7,346)
Closing balance at 31 March	208,638	170,618

Notes to the Main Financial Statements

Local Government Pension Scheme asset breakdown

(£000s)	Fair value of scheme assets	
	2016/17	2015/16
Cash and cash equivalents	5,961	2,428
Equity instruments:		
Consumer	5,600	3,922
Manufacturing	3,628	3,281
Energy & utilities	4,816	2,863
Financial Institutions	8,455	6,215
Health and care	2,215	2,675
Information technology	921	1,347
Other	0	0
Debt securities	5,622	0
Private Equity	18,150	15,768
Investment Funds and Unit Trusts:		
Equities	117,395	91,951
Bonds	22,009	25,603
Other	13,866	14,565
Closing balance at 31 March	208,638	170,618

Cash and cash equivalents and equity instruments have quoted prices in active markets except for private equities. Investment funds and unit trusts have quoted prices, but not in active markets.

Basis for estimating assets and liabilities

Liabilities have been assessed on an actuarial basis using the projected unit credit method, an estimate of the pensions that will be payable in future years dependent on assumptions about mortality rates, salary levels etc. The Local Government Pension Scheme liabilities have been assessed for the County Council Fund by Hymans Robertson, an independent firm of actuaries, based on the latest full valuation of the scheme as at 31 March 2016.

Notes to the Main Financial Statements

The principal assumptions used by the actuary have been:

	Local Government Pension Scheme	
	2016/17	2015/16
Mortality Assumptions:		
<i>Longevity at 65 for current pensioners</i>		
Men	22.4	22.5
Women	24.4	24.5
<i>Longevity at 65 for future pensioners</i>		
Men	24.0	24.4
Women	26.3	26.9
Rate of increase in salaries	2.7%	4.2%
Rate of increase in pensions	2.4%	2.2%
Rate for discounting scheme liabilities	2.6%	3.5%
Take up of option to convert annual pension into retirement lump sum (in respect of pre April 2008 service)	25.0%	25.0%
Take up of option to convert annual pension into retirement lump sum (in respect of post April 2008 service)	63.0%	63.0%

The estimation of the defined benefit obligations is sensitive to the actuarial assumptions set out in the table below. The sensitivity analysis below has been determined based on reasonably possible changes of the assumptions occurring at the end of the reporting period and assumes for each change that the assumption analysed changes whilst all other factors remain constant. The assumptions in longevity for example assume that life expectancy increases for men and women. In practice this is unlikely to occur and changes in some of the assumptions may be interrelated. The estimations in the sensitivity analysis have followed the accounting policies for the scheme, i.e. on an actuarial basis using the projected unit credit method. The methods and types of assumptions used in preparing the sensitivity analysis below did not change from those used in the previous period.

Change in assumption at 31 March 2017	Approximate % increase to Employer Liability	Approximate Monetary amount (£000s)
0.5% decrease in the real discount rate	10	32,032
0.5% increase in the salary increase rate	1	4,752
0.5% increase in the pensions increase rate	8	26,834

Impact on the Council's Cash Flows

The objectives of the scheme are to keep employers' contributions at as constant a rate as possible. The Council has agreed a strategy with the scheme's actuary to achieve an appropriate funding level over the period until 31 March 2018.

The next triennial revaluation is due to be completed as at 31 March 2019.

Notes to the Main Financial Statements

There were a number of changes to the Local Government Pension Scheme from 1 April 2014 which included the introduction of a new career average revalued earnings scheme to pay pensions.

The Council expects to pay contributions of £12,460,000 in 2017/18.

The weighted average duration of the defined benefit obligation for scheme members is:

	Weighted average duration
Active members	23.4
Deferred members	23.1
Pensioner members	11.2
Weighted Average Total	18.4

The weighted average duration is the weighted average time until the payment of expected future discounted cashflows, determined based on membership and the financial and demographic assumptions as at the most recent actuarial valuation. These durations are as they stood at the previous formal valuation as at 31 March 2016.

38 Cashflow Statement – Operating Activities

The cash flows for operating activities include the following items:

(£000s)	2016/17	2015/16
Housing rents	20,972	20,237
Revenue Support Grant	1,955	3,012
Council Share on non-domestic rates income collected	39,597	38,630
Non domestic rates – tariff payment to central government	(33,823)	(33,544)
New Homes Bonus Grant	6,332	4,976
Non domestic rates – levy payment to central government	(816)	(152)
Section 31 grants received from central government	1,064	1,336
Green Deal Grant	0	0
Housing Benefit subsidies	39,064	38,439
Council share of Council Tax receipts	7,434	7,048
Cash paid to and on behalf of employees	(25,017)	(25,639)
Employer national insurance and pension contributions paid	(8,348)	(7,459)
Payments to the capital receipts pool	(1,412)	(1,078)
Housing Benefit paid	(19,387)	(19,588)
Interest received	1,334	1,276
Interest paid	(7,497)	(7,534)
Other cashflows	3,388	(603)
	24,840	19,357

Notes to the Main Financial Statements

39 Cashflow Statement – Investing Activities

The cash flows for investing activities are as follows:

(£000s)	2016/17	2015/16
Purchase of property, plant and equipment, investment property and intangible assets	(31,609)	(50,553)
Loan to Group Company	(7,500)	0
Purchase of short-term and long-term investments	(86,000)	(74,000)
Proceeds from the sale of property, plant and equipment, investment property and intangible assets	21,845	11,221
Proceeds from short-term and long-term investments	78,537	87,662
Other receipts from investing activities	3,536	3,154
	(21,191)	(22,516)

40 Cashflow Statement – Financing Activities

(£000s)	2016/17	2015/16
Other receipts from financing activities	2,180	5,077
Net cash flows from financing activities	2,180	5,077

Other receipts from financing activities reflect movements in the cash collected for Non-Domestic Rates and Council Tax collected by the Council as an agent for others.

41 Impact of the adoption of new accounting standards on the financial statements – effective for the 2017/18 financial year

The Code of Practice on Local Authority Accounting in the United Kingdom (the Code) requires the disclosure of information relating to the expected impact of an accounting change that will be required by a new standard that has been *issued* but not yet adopted. This applies to the adoption of new or amended standards within the 2017/18 Code:

There are changes in accounting standards reflected in the Code which are expected to impact on the Council in 2017/18

42 Changes in accounting estimates

The Council has made the following significant changes to accounting estimates.

Pension estimates

In assessing liabilities for retirement benefits at 31 March 2016 for the 2015/16 Statement of Accounts the actuary assumed a discount rate of 3.5%. For the 2016/17 Statement of Accounts the actuary has advised that a rate of 2.6% is appropriate. Application of this rate and other changes has resulted in an increase in liabilities of £46.0 million. This has been partially offset by other remeasurement changes including a gain of £32.5 million relating to the estimated return on scheme assets. The net remeasurement losses are recognised for the year in Other

Notes to the Main Financial Statements

Comprehensive Income and Expenditure in the Comprehensive Income and Expenditure Statement. Further details of the movements in the pensions liability for the year can be found in Note 37.

Change in Existing Use Value – Social Housing Adjustment Factor

The percentage used to adjust the value of council dwellings from their vacant possession value (the existing use social housing adjustment factor) changed for the East of England on 1 April 2016, reducing from 39% to 38%. Based on the value of council dwellings at that date this equates to a reduction in value of £15.1 million. The resultant impact of this change is reflected, along with other changes in the value of housing stock, at the year end and in the Comprehensive Income and Expenditure Statement.

43 Changes to the Presentation of the Comprehensive Income and Expenditure Statement

In previous years the Net Cost of Services in the Comprehensive Income and Expenditure Statement has been presented in line with the Service Reporting Code of Practice (SERCOP). The 2016/17 Code of Practice on Local Authority Accounting now requires Cost of Services to be analysed by the Portfolios used by the Council. The 2015/16 comparator figures have therefore been restated, but there is no change to the total Cost of Services as reported in the 2015/16 Statement of Accounts. In line with the Code the Council has also presented the new Expenditure and Funding Analysis and related notes. These also include comparative figures for 2015/16.

44 Date the Statement of Accounts were authorised for issue

The audited accounts were authorised for issue by the Council's Section 151 officer on 26 September 2017. This is the date up to which events after the balance sheet date have been considered.

45 Events after the Reporting Period

As noted above the audited accounts were authorised for issue on 26 May 2017. Events taking place after this date are not reflected in the financial statements or notes. Where events taking place before this date provided information about conditions existing at 31 March 2017, the figures in the financial statements and notes have been adjusted in all material respects to reflect the impact of this information.

Additional Financial Statements and Information

Additional Financial Statements and Information

Housing Revenue Account Income and Expenditure Account

This statement sets out details of the income and expenditure in relation to the provision of Council dwellings.

(£000s)	Note	2016/17	2015/16
Income			
Dwelling rents	2	(36,731)	(37,033)
Non-dwelling rents		(761)	(696)
Charges for services and facilities		(3,089)	(3,076)
Contributions towards expenditure		(672)	(428)
Reimbursement of costs		(36)	(32)
Total		(41,289)	(41,265)
Expenditure			
Repairs & Maintenance		7,849	6,890
Supervision & Management		6,429	7,290
Rents, rates, taxes & other charges		237	226
Depreciation, impairment & reversal of revaluation losses on non-current assets		18,612	444
Increased provision for bad debts		141	148
Total		33,268	14,998
Net Expenditure		(8,021)	(26,267)
HRA services share of Corporate and Democratic Core		346	300
HRA services share of pensions past service costs		51	10
Net Expenditure of HRA Services as included in the Comprehensive Income and Expenditure Statement		(7,624)	(25,957)
HRA share of the operating income and expenditure included in the Comprehensive Income and Expenditure Statement			
(Surplus) or deficit on sale of HRA non-current assets		(5,817)	(3,296)
Other income		(412)	(79)
Interest payable on PWLB loans		7,494	7,530
Interest and Investment Income		(1,021)	(973)
Capital Grants and Contributions Receivable		(1,095)	(1,455)
(Surplus) / Deficit for the year on HRA services		(8,475)	(24,230)

Additional Financial Statements and Information

Statement of Movement on the Housing Revenue Account Balance

(£000s)	Note	2016/17	2015/16
(Surplus) / Deficit for the year on the HRA Income and Expenditure Account		(8,475)	(24,230)
Adjustments between accounting basis and funding basis under statute			
Gain on sale of non-current assets		5,817	3,296
Other capital receipts		412	79
Net revaluation (losses)/gains on property, plant and equipment		(8,680)	9,329
Revenue expenditure funded from capital under statute and de-minimus capital expenditure		(514)	(877)
Capital Contributions unapplied credited to the Comprehensive Income and Expenditure Statement		1,095	1,455
Movement in investment property value		133	99
Net charges made for retirement benefits made in accordance with IAS19	10	(1,277)	(1,364)
Employers Contributions payable to the Cambridgeshire County Council Pension Fund	10	1,261	1,149
Sums to be debited or credited to the HRA that are not income or expenditure in accordance with GAAP		9	11
Capital Expenditure funded by the Housing Revenue Account	7	10,569	17,101
Transfer from the Major Repairs Reserve	9	(1,013)	(770)
Net (increase) / decrease before transfers to or from reserves		(663)	5,278
Transfers to reserves		275	(204)
Total movement on Housing Revenue Account for the year		(388)	5,074
Housing Revenue Account balance brought forward		(9,791)	(14,865)
Housing Revenue Account balance carried forward		(10,179)	(9,791)

Additional Financial Statements and Information

Notes to the Housing Revenue Account

1 Introduction

The Local Government and Housing Act 1989 set the framework within which the HRA operates. The account is 'ringfenced', meaning that authorities do not have discretion to fund any HRA deficits from the General Fund. Transfers from the General Fund can only be made at the direction of the Secretary of State.

2 Gross Rent

This represents income receivable in respect of all dwellings within the HRA, gross of rent rebates and net of rents not payable when properties are empty. As at 31 March 2017, 1.4% of properties were vacant (1.0% at 31 March 2016).

The average rent payable in 2016/17 was £109.35 per week based on 48 payable rent weeks (£100.94 per week on a 52 week basis). The average rent payable in 2015/16 was £109.80 per week based on 48 payable rent weeks (£101.36 per week on a 52 week basis).

3 Asset Values within the HRA

(£000s)	Asset Values		Depreciation	
	31 March 2017	1 April 2016	2016/17	2015/16
Dwellings	579,588	586,941	9,058	8,517
Other Land and Buildings	8,494	8,442	138	121
Infrastructure	2,318	2,147	57	45
Vehicles, Plant and Equipment	171	197	25	26
Investment Properties	5,361	5,228	0	0
Intangible Assets	14	19	5	0
Non-current assets held for disposal	143	95	0	0
Surplus Assets	5,258	0	0	2
Assets in the course of construction	21,291	21,427	0	0
	622,638	624,496	9,283	8,711

The value of council dwellings at 1 April 2016, based on vacant possession, was £1.545 million (1 April 2015: £1,380 million). Vacant possession value is the estimate of the total sum that would be received if all the dwellings were sold on the open market. The balance sheet value is calculated on the basis of rents receivable on existing tenancies. These are less than the rent that would be obtainable on the open market, and the balance sheet value is therefore lower than the vacant possession valuation. The difference between the two values shows the economic cost of providing housing at less than market value.

The percentage used to adjust the value of properties from their vacant possession value (the existing use social housing adjustment factor) changed for the East of England on 1 April 2016,

Additional Financial Statements and Information

reducing from 39% to 38%. The resultant impact of this change is reflected, along with other changes in the value of housing stock at the year end.

Net revaluation losses on Property, Plant and Equipment (including the housing stock) of £8.8 million have been charged to the Comprehensive Income and Expenditure Statement in 2016/17 (net revaluation loss reversals credited of £9.1 million in 2015/16). Remaining valuation movements in the value of property, plant and equipment have been charged to the revaluation reserve.

4 Loan Interest Charges

The Council made an HRA self-financing settlement payment of £213.6 million on 28 March 2012. To meet this payment the Council took out a number of long-term maturity loans with the Public Works Loan Board (PWLB).

Under HRA self-financing the Council has adopted a 'two-pool' approach so that HRA self-financing loans and the resultant interest are directly attributable to the HRA. This has led to external interest charges of £7,494,000 on this debt being charged to the HRA in 2016/17 (£7,494,000 in 2015/16).

5 Housing Stock

The Council was responsible for an average stock of 7,087 dwellings during the year. The stock as at 31 March 2017 was as follows:-

	31 March 2017	31 March 2016
Houses & bungalows	3,566	3,597
Flats	2,972	2,933
Sheltered housing units	511	510
Shared ownership properties (whole property equivalent)	47	37
Total	7,096	7,077
The change in stock during the year can be summarised as follows:		
Stock at 1 April	7,077	7,052
Right to buy sales	(58)	(42)
Open market disposals	(2)	(4)
Net shared ownership changes	10	1
New properties	75	65
Other changes	(2)	5
Demolitions	(4)	0
Stock as at 31 March	7,096	7,077

Of the properties held at 31 March 2017, 26 are being held pending redevelopment and 1 is held pending disposal on the open market.

Additional Financial Statements and Information

6 Rent Arrears

Rent arrears at 31 March 2017 were 1,373,448 (£1,334,359 at 31 March 2016) and as a proportion of gross rent income have increased from 3.37% in 2015/16 to 3.47% in 2016/17.

At 31 March 2017 a provision for bad debt of £1,202,756 was held in the balance sheet (£1,181,406 at 31 March 2016).

7 Financing of Capital Expenditure

(£000s)	2016/17	2015/16
Capital Expenditure		
Dwellings	7,533	10,124
Land and Buildings	0	0
Surplus assets	1,188	0
Vehicles, Plant and Equipment	0	6
Infrastructure Assets	228	460
Assets under Construction	13,242	20,243
Investment Properties	0	181
Intangible assets	0	19
De minimis capital expenditure	514	877
	22,705	31,910
Financed by:		
Capital receipts	5,501	6,462
Major repairs reserve	5,990	6,892
Revenue financing of capital	10,569	17,101
Capital contributions and grants	645	1,455
	22,705	31,910

8 Capital receipts within the HRA

(£000s)	2016/17	2015/16
Dwellings	11,958	7,781
Land	625	2,649
Total receipts	12,583	10,430
Payable to central government	(1,534)	(857)
Usable capital receipts	11,049	9,573

Additional Financial Statements and Information

9 Major Repairs Reserve (MRR)

(£000s)	2016/17	2015/16
Balance at 1 April	(3,268)	(2,219)
Transfer to MRR during the year	(9,284)	(8,711)
Amount transferred from MRR to HRA	1,013	770
HRA capital expenditure on housing charged to MRR	5,990	6,892
Balance at 31 March	(5,549)	(3,268)

10 Contributions from the Pensions Reserve

The Housing Revenue Account is charged with an attributable share of current service costs in line with IAS19. The difference between this cost and employer contributions payable is then appropriated from the pensions reserve so that the overall amount to be met from rents reflects employer contributions payable by the Council.

Additional Financial Statements and Information

Collection Fund

The Collection Fund is an agent's statement that reflects the statutory obligation for billing authorities to maintain a separate Collection Fund. The statement shows the transactions of the billing authority in relation to the collection from taxpayers and distribution to local authorities and the Government of council tax and non-domestic rates.

(£000s)	Note	2016/17		2015/16	
		Council Tax	Non-domestic rates	Council Tax	Non-domestic rates
Council Tax	2	(65,946)	0	(62,781)	0
Non domestic rates income		0	(99,494)	0	(96,541)
Contributions towards previous year's estimated Collection Fund deficit					
Central Government		0	(1,751)	0	(3,961)
Cambridge City Council		(87)	(1,401)	(60)	(3,169)
Cambridgeshire County Council		(562)	(315)	(391)	(713)
Cambridgeshire Police & Crime Commissioner		(89)	0	(63)	0
Cambridgeshire Fire Authority		(32)	(35)	(22)	(79)
Transitional protection receipts		0	0	0	(210)
Total Income		(66,716)	(102,996)	(63,317)	(104,673)
Council Tax Expenditure					
Cambridge City Council	4	7,439	0	7,060	0
Cambridgeshire County Council	4	47,773	0	45,709	0
Cambridgeshire Police & Crime Commissioner	4	7,497	0	7,244	0
Cambridgeshire Fire Authority	4	2,682	0	2,567	0
Impairment of Council Tax debts	5	864	0	582	0
Non-domestic rates Expenditure					
Cambridge City Council		0	39,973	0	38,663
Cambridgeshire County Council		0	8,994	0	8,699
Cambridgeshire Fire Authority		0	999	0	967
Non-domestic rates due to central government		0	49,966	0	48,329
Transitional protection payments		0	482	0	0
Impairment of non-domestic rates debts	6	0	110	0	456
Provision for non-domestic rates appeals	6	0	(320)	0	652
Allowable costs of non-domestic Rates Collection		0	226	0	228
Total Expenditure		66,255	100,430	63,162	97,994
(Surplus)/Deficit for the year		(461)	(2,566)	(155)	(6,679)
(Surplus)/Deficit as at 1 April		689	4,423	844	11,102
(Surplus)/Deficit as at 31 March	7	228	1,857	689	4,423

Additional Financial Statements and Information

Notes to the Collection Fund

1 General

This statement shows the transactions of the Collection Fund, a statutory fund separate from the General Fund of the Council. The Collection Fund accounts for income relating to Council Tax and non-domestic rates on behalf of those bodies (including the Council's own General Fund) for whom the income has been raised. The costs of collection are accounted for in the General Fund.

2 Council Tax

Under the arrangements for Council Tax, each domestic property within the Council's area is assigned to one of eight 'valuation bands' (A to H) based on the estimated price it would have achieved if it had been sold at 1 April 1991. The Council Tax is set for band D properties and the tax for other bands is calculated as a proportion of the band D tax. The band D Council Tax for the year ended 31 March 2017 was set at £1,597.54, made up as follows:

(£000s)	2016/17	2015/16
Cambridge City Council	181.75	176.75
Cambridgeshire County Council	1,167.12	1,144.26
Cambridgeshire Police & Crime Commissioner	183.15	181.35
Cambridgeshire Fire Authority	65.52	64.26
Total	1,597.54	1,566.62

The following table shows the calculation of the Council Tax Base for 2016/17 (used to determine the tax needed at Band D to finance spending).

Council Tax Base 2016/17

Valuation Band	Total number of dwellings on the Valuation List	Total Equivalent Dwellings (after discounts, exemptions etc)	Ratio to Band D	Band D Equivalents
A	3,451	2,416	6/9	1,611
B	9,857	8,078	7/9	6,283
C	18,652	16,352	8/9	14,535
D	9,368	8,102	9/9	8,102
E	5,356	4,618	11/9	5,644
F	3,450	3,041	13/9	4,393
G	2,958	2,464	15/9	4,107
H	463	284	18/9	567
Total	53,555	45,355		45,242
Tax Base adjustments				(4,310)
Tax base for Council Tax Setting				40,932

Adjustments to the Council Tax base are made for growth, losses in collection, student exemptions and empty and second homes to calculate the base for Council Tax setting purposes.

Additional Financial Statements and Information

The income of £65.9 million in 2016/17 was receivable from the following sources:

(£000s)	2016/17	2015/16
Billed to Council Tax payers	65,954	62,768
Council Tax benefits	(8)	(15)
Ministry of Defence Contributions in Lieu	0	28
Total	65,946	62,781

3 National Non-Domestic Rates Income

The local rateable value as at 31 March 2017 was £257,360,784 (£257,740,025 at 31 March 2016) and the Uniform Business Rate in 2016/17 was set by the government at 49.7p (2015/16, 49.3p).

4 Council Tax Expenditure

(£000s)	2016/17			2015/16		
	Precepts and Demands	Distribution of previous years' surplus	Total	Precepts and Demands	Distribution of previous years' surplus	Total
Cambridge City Council	7,439	0	7,439	7,060	0	7,060
Cambridgeshire County Council	47,773	0	47,773	45,709	0	45,709
Cambridgeshire Police and Crime Commissioner	7,497	0	7,497	7,244	0	7,244
Cambridgeshire Fire Authority	2,682	0	2,682	2,567	0	2,567

5 Provision for Non-Payment - Council Tax

A contribution of £863,366 (£581,942 in 2015/16) was made to a provision for bad debts. During 2016/17, £912,819 of debts (net of write backs) were written off (in 2015/16 £741,518).

6 Provision for Non-Payment and appeals - Non-Domestic Rates

A net reduction of £304,395 (a contribution of £469,629 in 2015/16) was made to a provision for bad debts. Net of write backs, debts of £414,048 were written off (net write backs of £13,261 in 2015/16).

A provision for appeals relating to rateable value reductions in respect of 2015/16 and prior years has been established following the introduction of the new business rates retention scheme for local government. At 31 March 2017 this provision is £9,190,880 (£9,511,390 at 31 March 2016).

7 Collection Fund Surpluses and Deficits

The deficit of £227,951 at 31 March 2017 (£689,259 deficit at 31 March 2016), which related to Council Tax, will be redistributed in subsequent financial years to Cambridgeshire County Council, Cambridgeshire Police and Fire Authorities and the Council in proportion to their shares of the total Council Tax raised.

Additional Financial Statements and Information

The total Council Tax Collection Fund deficit/ (surplus) is therefore shared as follows:

(£000s)	31 March 2017	31 March 2016
Council Tax:		
Cambridge City Council	26	78
Cambridgeshire County Council	167	503
Cambridgeshire Police & Crime Commissioner	26	80
Cambridgeshire Fire Authority	9	28
Total	228	689

The deficit of £1,856,417 at 31 March 2017 (£4,422,974 at 31 March 2016) in respect of non-domestic rates will be recovered in subsequent financial years from Cambridgeshire County Council, Cambridgeshire Fire Authority, Central Government and the Council in proportion to their shares of business rates income.

The total non-domestic rates deficit is therefore shared as follows:

(£000s)	31 March 2017	31 March 2016
Non-Domestic Rates:		
Cambridge City Council	743	1,769
Cambridgeshire County Council	167	398
Cambridgeshire Fire Authority	19	44
Central Government	928	2,212
Total	1,857	4,423

Group Financial Statements

Group Financial Statements

Group Financial Statements for the year ended 31 March 2017

Introduction

In order to provide a full picture of the Council's economic activities and financial position, the accounting statements of the Council and Cambridge City Housing Company have been consolidated. The Group Accounts are presented in addition to the Council's single entity financial statements and have been prepared in accordance with the Code of Practice on Local Authority Accounting. They comprise:

- ◆ Group Movement in Reserves Statement
- ◆ Group Expenditure and Funding Analysis
- ◆ Group Comprehensive Income and Expenditure Statement
- ◆ Group Balance Sheet
- ◆ Group Cash Flow Statement

These statements are set out on the following pages, together with accompanying disclosure notes. Disclosure notes have only been restated in the group accounts section where they are materially different from those of the Council's single entity accounts.

Cambridge City Housing Company Limited (CCHC) was incorporated on 15 February 2016 and began trading in May 2016.

The objective of the company is to provide and manage housing that is affordable for those in housing need and any other property related activity in Cambridge and neighbouring districts that also generates a financial return for the Council.

As the company is wholly owned by Cambridge City Council, it has been consolidated as a subsidiary in the group accounts.

As CCHC began trading in 2016/17 the group accounts do not include comparative figures for 2015/16.

Accounting Policies

CCHC has prepared 2016/17 accounts using accounting policies consistent with those applied by the Council, and no adjustments have been required to align accounting policies. Both entities have a financial year end of 31 March..

As a subsidiary, the accounts of CCHC have been consolidated with those of the Council on a line by line basis, and any balances and transactions between parties have been eliminated in full. CCHC expenditure and income, adjusted for transactions with the council, is included on the relevant services lines in the Comprehensive Income and Expenditure Statement; and balance sheet values are similarly incorporated into the relevant heading of the Balance Sheet, removing balances owed between the two parties.

Group Financial Statements

Group Movement in Reserves Statement

This statement shows the movement in the year on the different reserves held by the Group, analysed into 'usable reserves' (i.e. those that can be applied to fund expenditures or reduce local taxation) and other reserves. The '(surplus) or deficit on the provision of services line shows the true economic cost of providing services, more details of which are shown in the Comprehensive Income and Expenditure Statement. These are different from the statutory amounts required to be charged to the General Fund Balance and the Housing Revenue Account for council tax setting and dwellings rent setting purposes.

Group (£000s)	Council (after the removal of inter group transactions)					Council Share of Cambridge City Housing Company Limited	Total Group Usable Reserves	Council Unusable Reserves	Total Group Unusable Reserves	Total Group Reserves
	General Fund Balances	Housing Revenue Account Balances	Capital Receipts Reserve	Major Repairs Reserve	Capital Grants Unapplied					
Balance as at 31 March 2016	(33,799)	(13,757)	(23,951)	(3,268)	(8,200)	0	(82,975)	(597,596)	(597,596)	(680,571)
Movement in Reserves During 2016-17										
(Surplus) / deficit on the provision of services	(4,762)	(8,475)	0	0	0	67	(13,170)	0	0	(13,170)
Other Comprehensive Income and expenditure	0	0	0	0	0	0	0	(1,887)	(1,887)	(1,887)
Total Comprehensive income and expenditure	(4,762)	(8,475)	0	0	0	67	(13,170)	(1,887)	(1,887)	(15,057)
Adjustments between accounting basis and funding basis under regulations	(81)	7,812	(8,342)	(2,281)	3,969	0	1,077	(1,077)	(1,077)	0
(Increase) / Decrease in year	(4,843)	(663)	(8,342)	(2,281)	3,969	67	(12,093)	(2,964)	(2,964)	(15,057)
Balance as at 31 March 2017	(38,642)	(14,420)	(32,293)	(5,549)	(4,231)	67	(95,068)	(600,560)	(600,560)	(695,628)

Group Financial Statements

Group Expenditure and Funding Analysis

The Expenditure and Funding Analysis shows how annual expenditure is used and funded from resources (government grants, rents, council tax and business rates) by the Group in comparison with those resources consumed or earned by the Group in accordance with generally accepted accounting practices. It also shows how this expenditure is allocated for decision making purposes between the Group's activities. Income and expenditure accounted for under generally accepted accounting practices is presented more fully in the Comprehensive Income and Expenditure Statement. The Expenditure and Funding Analysis is a note to the Financial Statements, however, it is positioned here as it provides a link from the figures reported in the Narrative Report to the Comprehensive Income and Expenditure Statement. The Expenditure and Funding Analysis is a note to the Financial Statements, however, it is positioned here as it provides a link from the figures reported in the Movement In Reserves to the Comprehensive Income and Expenditure Statement.

Group (£000s)	2016/17		
	Net Expenditure Chargeable to the General Fund, HRA and share of subsidiary Balances	Adjustments between the Funding and Accounting Basis	Net Expenditure in the Comprehensive Income and Expenditure Statement
Communities	5,368	2,369	7,737
Streets and Open Spaces	5,310	1,006	6,316
Environmental Services and City Centre	4,097	559	4,656
Planning, Policy and Transport	(2,845)	2,736	(109)
General Fund Housing	3,405	762	4,167
Housing Revenue Account	(16,840)	9,216	(7,624)
Finance and Resources	1,332	1,464	2,796
Strategy and Transformation	4,699	172	4,871
Other non-HRA Housing Services (Cambridge City Housing Company)	67	0	67
Net Cost of Services	4,593	18,284	22,877
Other Income and Expenditure	(10,032)	(26,015)	(36,047)
(Surplus) or Deficit	(5,439)	(7,731)	(13,170)
Opening General Fund, HRA and Subsidiary Balance	(47,556)		
(Surplus)/Deficit for the year	(5,439)		
Closing General Fund, HRA and Subsidiary Balance at 31 March*	(52,995)		

* For a split of this balance between the General Fund and HRA balances see the Group Movement in Reserves Statement.

Group Financial Statements

Group Comprehensive Income and Expenditure Statement

This statement shows the accounting costs in the year, of providing services, in accordance with generally accepted accounting practices, rather than the amounts to be funded from taxation. Authorities raise taxation to cover expenditure in accordance with regulations; this may be different from the accounting cost. The taxation position is shown in the Movement in Reserves Statement.

Group (£000s)	Notes	2016/17		
		Gross Expenditure	Gross Income	Net Expenditure
Communities		8,325	(588)	7,737
Streets and Open Spaces		9,506	(3,190)	6,316
Environmental Services and City Centre		7,357	(2,701)	4,656
Planning, Policy and Transport		13,704	(13,813)	(109)
General Fund Housing		5,746	(1,579)	4,167
Housing Revenue Account		33,665	(41,289)	(7,624)
Finance and Resources		42,374	(39,578)	2,796
Strategy and Transformation		5,162	(291)	4,871
Other Non HRA Housing Services (Cambridge City Housing Company Limited)		92	(25)	67
Cost of Services		125,931	(103,054)	22,877
Other operating expenditure		1,251	(6,084)	(4,833)
Financing and investment income and expenditure	5	14,220	(21,868)	(7,648)
Taxation and non-specific grant income		0	(23,566)	(23,566)
(Surplus) / deficit on provision of services		141,402	(154,572)	(13,170)
Items that will not be reclassified to the (Surplus) or Deficit on the Provision of Services				
(Surplus) / deficit on revaluation of Property, Plant and Equipment assets				(5,632)
Remeasurements of the net defined benefit liability				3,293
				(2,339)
Items that may be reclassified to the (Surplus) or Deficit on the Provision of Services				
Surplus or deficit on revaluation of available for sale financial assets				452
Other comprehensive (income) / expenditure				452
Total comprehensive (income) / expenditure				(15,057)

Group Financial Statements

Group Balance Sheet

The Balance Sheet shows the value at the stated date of the Councils assets and liabilities. The net assets are matched by reserves. Reserves are reported in two categories. The first category is usable reserves, i.e. those reserves that the Council may use to provide services, subject to the need to maintain a prudent level of reserves and any statutory limitations on their use (e.g. the Capital Receipts Reserve that may only be used to fund capital expenditure or repay debt) The second category of reserves is those that the Council is not able to use to provide services. This category of reserves includes those reserves that hold unrealisable gains and losses (e.g. the Revaluation Reserve), where amounts would only become available to provide services if the assets were sold; and reserves that hold timing differences shown in the Movement in Reserves Statement line 'Adjustments between accounting basis and funding basis under regulations'.

Group (£000s)	Notes	2016/17
Property, Plant and Equipment	7	778,339
Heritage Assets		580
Investment Property		153,706
Intangible Assets		203
Long Term Investments	8	24,585
Long Term Debtors		3,984
Long Term Assets		961,397
Short Term Investments		71,158
Assets Held for Sale	9	4,643
Inventories		186
Short Term Debtors		7,056
Cash and Cash Equivalents		15,149
Current Assets		98,192
Short Term Borrowing		(82)
Short Term Creditors		(19,618)
Receipts in Advance		(4,312)
Provisions		(4,172)
Current Liabilities		(28,184)
Long Term Borrowing		(213,572)
Other Long Term Liabilities		(114,032)
Capital Grants Receipts in Advance		(8,173)
Long Term Liabilities		(335,777)
Net Assets		695,628
Usable Reserves		(95,068)
Unusable Reserves		(600,560)
Total Reserves		(695,628)

Group Financial Statements

Group Cash Flow Statement

The Cash Flow Statement shows the changes in cash and cash equivalents of the Group during the reporting date. The statement shows how the Group generates and uses cash and cash equivalents by classifying cash flows as operating, investing and financing activities. The amount of net cash flows arising from operating activities is a key indicator of the extent to which the operations of the Group are funded by way of taxation, grant income and by the recipients of services provided by the Group. Investing activities represent the extent to which cash outflows have been made for resources which are intended to contribute to the Groups future service delivery. Cash flows arising from financing activities show claims that will be made on future cash flows by providers of capital (i.e. borrowing) to the Group.

Group (£000s)	Notes	2016/17
Cash Flows from Operating activities		
Cash Receipts		176,363
Cash Payments		(151,496)
Net Cash Flows from Operating Activities	10	24,867
Net Cash Flows from Investing Activities	11	(21,084)
Net Cash Flows from Financing Activities		2,180
Net increase/(decrease) in cash and cash equivalents		5,963
Cash and Cash equivalents at the beginning of the year		9,186
Cash and Cash Equivalents at the end of the year.		15,149

NOTES TO THE GROUP FINANCIAL STATEMENTS

Notes to the Group Financial Statements

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Notes to the Group Financial Statements

1 Group Boundary

Cambridge City Housing Company was incorporated on 15 February 2016 and commenced trading in May 2016. The Council purchased 100% of the share capital, £1, on incorporation. Cambridge City Council Housing Company is a subsidiary for accounting purposes, and has been consolidated into the Council's group accounts.

2 Basis of Consolidation

The financial statements of Cambridge City Housing Company have been consolidated with those of Cambridge City Council on a line by line basis which has eliminated balances, transactions, income and expenditure between the Council and the subsidiary.

3 Business Activity of the Subsidiary

The objective of Cambridge City Housing Company is to provide and manage intermediate housing for rent for those in housing needs and any other property related activity in Cambridge and neighbouring districts that also generates a financial return to the Council.

4 Accounting Policies

In preparing the Group Accounts the Council has aligned the accounting policies of Cambridge City Housing Company with those of the Council.

5 Financing and Investment Income and Expenditure

Group (£000s)	2016/17	
	Income	Expenditure
Interest payable and similar charges	0	7,498
Impairment of investments	0	11
Net interest on the net defined benefit liability	0	3,768
Trading Activities	(1,365)	1,354
Interest receivable and similar income	(1,296)	0
Income and expenditure in relation to investment properties and changes in their fair value	(19,207)	1,589
	(21,868)	14,220

6 Audit costs

(£000s)	2016/17
Ernst and Young LLP - External audit services	57
Ernst and Young LLP - Certification of grant claims and returns	19
Ernst and Young LLP – non-audit services	3
Ensors LLP – External audit Services	5
Ensors LLP – Accounts and Taxation Services	5
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Notes to the Group Financial Statements

7 Property Plant and Equipment

Group (£000s)	Council Dwellings	Other Land & Buildings	Vehicles, Plant, Furniture & Equipment	Infrastructure Assets	Community Assets	Surplus Assets	Assets under Construction	Total Property, Plant & Equipment
Cost or Valuation								
At 1 April 2016	586,941	138,449	19,726	4,262	1,173	3,682	31,853	786,086
Additions	7,533	96	1,154	232	22	1,188	20,065	30,290
Revaluation increases/(decreases) recognised in the revaluation reserve	(12,253)	3,460	0	0	0	3,003	(125)	(5,915)
Revaluation increases/(decreases) recognised in the surplus / deficit on provision of services	(8,681)	1,314	0	0	0	(321)	0	(7,688)
Derecognition – disposals	(5,076)	(2,285)	0	0	0	0	0	(7,361)
Derecognition – other	(333)	(82)	0	0	0	0	0	(415)
Assets reclassified from Investment Properties	0	245	0	0	0	0	0	245
Assets reclassified (to) / from held for sale	(285)	0	(415)	0	0	0	0	(700)
Assets reclassified to / (from) other categories of property, plant and equipment	11,742	7,482	277	29	0	1,709	(21,239)	0
At 31 March 2017	579,588	148,679	20,742	4,523	1,195	9,261	30,554	794,542
Accumulated Depreciation and Impairment								
At 1 April 2016	0	(1,679)	(11,044)	(558)	0	0	0	(13,281)
Depreciation charge	(9,058)	(4,308)	(1,857)	(117)	0	0	0	(15,340)
Depreciation written out to the Revaluation Reserve	8,949	2,573	0	0	0	26	0	11,548
Derecognition – disposals	76	402	0	0	0	0	0	478
Derecognition – other	3	3	0	0	0	0	0	6
Impairments	0	0	0	0	0	0	0	0
Assets reclassified to / (from) Held for Sale	4	0	382	0	0	0	0	386
Assets reclassified (to) / from other categories of property, plant and equipment	26	0	0	0	0	(26)	0	0
Other movements	0	0	0	0	0	0	0	0
At 31 March 2017	0	(3,009)	(12,519)	(675)	0	0	0	(16,203)
Net Book Value								
At 31 March 2017	579,588	145,670	8,223	3,848	1,195	9,261	30,554	778,339
At 31 March 2016	586,941	136,770	8,682	3,704	1,173	3,682	31,853	772,805

Notes to the Group Financial Statements

The Housing Company properties were valued by Wilks Head and Eve as at 31 March 2017 on the basis of current value derived from existing use.

Group (£000s)	Council Dwellings	Other Land and Buildings	Surplus Assets	Total
Valued at fair value as at:				
31 March 2017	579,588	94,582	9,261	683,431
31 March 2016	0	42,706	0	42,706
31 March 2015	0	4,021	0	4,021
31 March 2014	0	3,607	0	3,607
31 March 2013	0	754	0	754
Total Valuation	579,588	145,670	9,261	734,519

8 Long Term Investments:

Group (£000s)	2016/17	2016/17
	Carrying Value	Fair Value
Loans and Receivables	10,000	10,000
Available-for-sale assets	14,585	14,585
	24,585	24,585

9 Current Assets held for sale

Group (£000s)	2016/17
Balance at 1 April	4,295
Assets newly classified as held for sale:	
Property, plant & equipment	314
Assets sold	(249)
K1 Site – change in estimate of value – reverse previous loss in I&E	300
Enhancement expenditure	0
Impairment losses	(17)
Balance at 31 March	4,643

Notes to the Group Financial Statements

10 Operating Activities

The cash flows for the group operating activities include the following items:

Group (£000s)	2016/17
Housing rents	21,004
Revenue Support Grant	1,955
Council Share on non-domestic rates income collected	39,597
Non domestic rates – tariff payment to central government	(33,823)
New Homes Bonus Grant	6,332
Non domestic rates – levy payment to central government	(816)
Section 31 grants received from central government	1,064
Housing Benefit subsidies	39,064
Council share of Council Tax receipts	7,434
Cash paid to and on behalf of employees	(25,017)
Employer national insurance and pension contributions paid	(8,348)
Payments to the capital receipts pool	(1,412)
Housing Benefit paid	(19,387)
Interest received	1,334
Interest paid	(7,497)
Other cashflows	3,383
Net cash flows from operating activities	24,867

11 Investing Activities

The cash flows for Group investing activities include the following:

Group (£000s)	2016/17
Purchase of property, plant and equipment and intangible assets	(32,647)
Purchase of short term and long term investments	(86,000)
Proceeds from short term and long term investments	78,537
Proceeds from the sale of property, plant and equipment, investment property and intangible assets	15,490
Other receipts from investing activities	3,536
Investing Activities	(21,084)

**Statement of Accounting Policies and Glossary of Financial
Terms and Abbreviations**

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

Statement of Accounting Policies

1 General Principles

The Statement of Accounts summarises the Council's transactions for the 2016/17 financial year and its position at the year-end of 31 March 2017. The Council is required to prepare an annual Statement of Accounts by the Accounts and Audit Regulations 2015, which those regulations require to be prepared in accordance with proper accounting practices. These practices primarily comprise the Code of Practice on Local Authority Accounting in the United Kingdom 2016/17, supported by International Financial Reporting Standards (IFRS).

The accounting convention adopted in the Statement of Accounts is principally historical cost, modified by the revaluation of certain categories of non-current assets and financial instruments.

The accounts are prepared on a going concern basis; that is, on the assumption that the functions of the Council will continue in operational existence for the foreseeable future.

2 Accruals of Income and Expenditure

Activity is accounted for in the year that it takes place, not simply when cash payments are made or received. In particular:

- Revenue from the sale of goods is recognised when the Council transfers the significant risks and rewards of ownership to the purchaser and it is probable that economic benefits or service potential associated with the transaction will flow to the Council.
- Revenue from the provision of services is recognised when the Council can measure reliably the percentage of completion of the transaction and it is probable that economic benefits or service potential associated with the transaction will flow to the Council.
- Supplies are recorded as expenditure when they are consumed - where there is a gap between the date supplies are received and their consumption, they are carried as inventories on the Balance Sheet.
- Expenses in relation to services received (including those rendered by the Council's officers) are recorded as expenditure when the services are received, rather than when payments are made.
- Interest payable on borrowings and receivable on investments is accounted for on the basis of the effective interest rate for the relevant financial instrument rather than the cash flows fixed or determined by the contract.
- Where revenue and expenditure have been recognised but cash has not been received or paid, a debtor or creditor for the relevant amount is recorded in the Balance Sheet. Where there is evidence that debts are unlikely to be settled, the balance of debtors is written down and a charge made to revenue for the income that might not be collected.

Where the Council is acting as an agent for another party (e.g. in the collection of non-domestic rates and council tax), income and expenditure are recognised only to the extent that commission is receivable by the Council for the agency services rendered or the Council incurs expenses directly on its own behalf in rendering the services.

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

3 Cash and Cash Equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in less than three months from the date of acquisition and that are convertible to known amounts of cash with an insignificant risk of change in value (no loss of interest). The Council therefore treats all fixed term deposits, which have no contractual provision for early redemption, and if they were redeemed early would suffer a penalty of at least a loss of interest, as investments.

In the Cash Flow Statement, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the Council's cash management.

4 Changes in Accounting Policies and Estimates and Errors

Changes in accounting policies are only made when required by proper accounting practices or the change provides more reliable or relevant information about the effect of transactions, other events and conditions on the Council's financial position or financial performance. Where a change is made, it is applied retrospectively by adjusting opening balances and comparative amounts for the prior period as if the new policy had always been applied.

Changes in accounting estimates are accounted for prospectively, ie, in the current and future years affected by the change.

Material errors discovered in prior period figures are corrected retrospectively by amending opening balances and comparative amounts for the prior period.

5 Charges to Revenue for Non-Current Assets

Services, support services and trading accounts are debited with the following amounts to record the cost of holding non-current assets during the year:

- depreciation attributable to the assets used by the relevant service
- revaluation and impairment losses on assets used by the service where there are no accumulated gains in the Revaluation Reserve against which the losses can be written off
- amortisation of intangible assets attributable to the service

The Council is not required to raise council tax to cover depreciation, revaluation and impairment losses or amortisations. However, it is required to make an annual provision from revenue to contribute towards the reduction in its overall borrowing requirement. This provision, known as Minimum Revenue Provision (MRP), is equal to an amount calculated on a prudent basis determined by the Council in accordance with statutory guidance. Depreciation, revaluation and impairment losses and amortisations are therefore replaced by the contribution in the General Fund Balance, by way of an adjusting transaction with the Capital Adjustment Account in the Movement in Reserves Statement for the difference between the two. No MRP is currently charged as the debt acquired in relation to HRA self-financing is outside the scope of this regime.

The provisions for charges to revenue for non-current assets in the HRA were amended on 1 April 2012 following the introduction of HRA self-financing. The Major Repairs Reserve is credited and the HRA balance is debited with a sum equal to depreciation on all HRA non-current assets. The

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

HRA balance is credited and the Capital Adjustment Account debited with the depreciation charged on dwelling assets so that the depreciation on non-dwelling assets is now a charge to the HRA.

6 Employee Benefits

Benefits Payable During Employment

Short-term employee benefits (those that fall due wholly within 12 months of the year-end), such as wages and salaries, paid annual leave and paid sick leave, flexi-leave and time off in lieu for current employees, are recognised as an expense in the year in which employees render service to the Council. An accrual is made against services in the Surplus or Deficit on the Provision of Services for the cost of holiday entitlements and other forms of leave earned by employees but not taken before the year-end and which employees can carry forward into the next financial year. The accrual is made at the remuneration rates applicable in the following financial year. Any accrual made is required under statute to be reversed out of the General Fund Balance by a credit to the Accumulating Compensated Absences Adjustment Account in the Movement in Reserves Statement.

Termination Benefits

Termination benefits are amounts payable as a result of a decision by the Council to terminate an officer's employment before the normal retirement date or an officer's decision to accept voluntary redundancy and are charged on an accruals basis to the Comprehensive Income and Expenditure Statement at the earlier of when the Council can no longer withdraw the offer of those benefits or when the Council recognises costs for a restructuring.

Where termination benefits involve the enhancement of pensions, statutory provisions require the General Fund balance to be charged with the amount payable by the Council to the pension fund or pensioner in the year, not the amount calculated according to the relevant accounting standards. In the Movement in Reserves Statement, appropriations are required to and from the Pensions Reserve to remove the notional debits and credits for termination benefits related to pensions enhancements and replace them with debits for the cash paid to the pension fund and pensioners.

Post-Employment Benefits

Employees of the Council are members of the Local Government Pension Scheme, administered by Cambridgeshire County Council.

The scheme provides defined benefits to members (retirement lump sums and pensions), earned as employees worked for the Council.

The Local Government Pension Scheme

The Local Government Pension Scheme is accounted for as a defined benefits scheme:

- The liabilities of the Cambridgeshire County Council pension fund attributable to the Council are included in the Balance Sheet on an actuarial basis using the projected unit method – i.e. an assessment of the future payments that will be made in relation to retirement benefits earned to date by employees, based on assumptions about mortality rates, employee turnover rates, etc, and projections of projected earnings for current employees.

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

- Liabilities are discounted to their value at current prices, using a discount rate of 2.6% (based on the yields of the constituents of the iBoxx £ Corporates AA index, gilts yields, and the Council's weighted average duration).
- The assets of the Cambridgeshire County Council pension fund attributable to the Council are included in the Balance Sheet at their fair value:
 - Quoted securities – current bid price
 - Unquoted securities – professional estimate
 - Unitised securities – current bid price
 - Property – market value
- The change in the net pensions liability is analysed into the following components:
 - Service Cost comprising:
 - Current service cost – the increase in liabilities as a result of years of service earned this year – allocated in the Comprehensive Income and Expenditure Statement to the services for which the employees worked
 - Past service cost – the increase in liabilities as a result of a scheme amendment or curtailment whose effect relates to years of service earned in earlier years – debited to the Surplus/Deficit on the Provision of Services in the Comprehensive Income and Expenditure Statement as part of Non Distributed Costs
 - Net Interest on the net defined benefit liability – ie the net interest expense for the Council. This is the change during the period in the net defined benefit liability that arises from the passage of time charged to the Financing and Investment Income and Expenditure line of the Comprehensive Income and Expenditure Statement. This is calculated by applying the discount rate used to measure the defined benefit obligation at the beginning of the period to the net defined benefit liability at the beginning of the period – taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments.
 - Remeasurements comprising:
 - The return on plan assets excluding amounts included in net interest on the net defined benefit liability. This is charged to the Pensions Reserve as Other Comprehensive Income and Expenditure.
 - Actuarial gains and losses – changes in the net pensions liability that arise because events have not coincided with assumptions made at the last actuarial valuation or because the actuaries have updated their assumptions – charged to the Pensions Reserve as Other Comprehensive Income and Expenditure.
 - Contributions paid to the Cambridge City Council pension fund – cash paid as employer's contributions to the pension fund in settlement of liabilities; not accounted for as an expense

In relation to retirement benefits, statutory provisions require the General Fund balance to be charged with the amount payable by the Council to the pension fund or directly to pensioners in the year, not the amount calculated according to the relevant accounting standards. In the Movement in Reserves Statement, this means that there are appropriations to and from the Pensions Reserve to remove the notional debits and credits for retirement benefits and replace them with debits for the cash paid to the pension fund and pensioners and any such amounts payable but unpaid at the

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

year-end. The balance that arises on the Pensions Reserve thereby measures the beneficial impact on the General Fund of being required to account for retirement benefits on the basis of cash flows than as benefits are earned by employees.

7 Events after the Reporting Period

Events after the reporting period are those events, both favourable and unfavourable, that occur between the end of the reporting period and the date when the Statement of Accounts is authorised for issue. Two types of events can be identified:

- Those that provide evidence of conditions that existed at the end of the reporting period – the Statement of Accounts is adjusted to reflect such events
- Those that are indicative of conditions that arose after the reporting period – the Statement of Accounts is not adjusted to reflect such events, but where a category of events would have a material effect disclosure is made in the notes of the nature of the events and their estimated financial effect

Events taking place after the date of authorisation for issue are not reflected in the Statement of Account.

8 Exceptional Items

When items of income and expense are material, their nature and amount is disclosed separately, either on the face of the Comprehensive Income and Expenditure Statement or in the notes to the account.

9 Fair value measurement

The Council measures some of its non-financial assets such as surplus assets and investment properties and some of its financial instruments such as available for sale financial assets at fair value at each reporting date. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The fair value measurement assumes that the transaction to sell the asset or transfer the liability takes place either

- a) in the principal market for the asset or liability, or
- b) in the absence of a principal market, in the most advantageous market for the asset or liability.

The Council measures the fair value of an asset or liability using the assumptions that market participants would use when pricing the asset or liability, assuming that the participants act in their economic best interest.

When measuring the fair value of a non-financial asset, the Council takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use or by selling it to another market participant that would use the asset in its highest and best use.

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

The Council uses valuation techniques that are appropriate in the circumstances and for which sufficient data is available, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

Inputs to the valuation techniques in respect of assets and liabilities for which fair value is measured or disclosed in the Council's financial statements are categorised within the fair value hierarchy, as follows:

- Level 1 – quoted prices (unadjusted) in active markets for identical assets or liabilities that the authority can access at the measurement date.
- Level 2 – inputs other than quoted prices included within level 1 that are observable for the asset or liability, either directly or indirectly.
- Level 3 – unobservable inputs for the asset or liability.

10 Financial Liabilities

Financial liabilities are recognised on the Balance Sheet when the Council becomes a party to the contractual provisions of a financial instrument and initially measured at fair value and carried at their amortised cost. Annual charges to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement for interest payable are based on the carrying amount of the liability, multiplied by the effective rate of interest for the instrument. The effective interest rate is the rate that exactly discounts estimated future cash payments over the life of the instrument to the amount at which it was originally recognised.

This means that the amount presented in the Balance Sheet is the outstanding principal repayable (plus accrued interest) and interest charged to the Comprehensive Income and Expenditure Statement is the amount payable for the year according to the loan agreement.

Gains and losses on the repurchase or early settlement of borrowing are credited and debited to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement in the year of repurchase/settlement.

Where premiums and discounts have been charged to the Comprehensive Income and Expenditure Statement, regulations allow the impact on the General Fund Balance to be spread over future years. The Council has a policy of spreading the gain/loss over the term that was remaining on the loan against which the premium was payable or discount receivable when it was repaid. The reconciliation of amounts charged to the Comprehensive Income and Expenditure Statement to the net charge required against the General Fund Balance is managed by a transfer to or from the Financial Instruments Adjustment Account in the Movement in Reserves Statement.

11 Financial Assets

Financial assets are classified into two types:

- Loans and receivables – assets that have fixed or determinable payments but are not quoted in an active market
- Available-for-sale assets – assets that have a quoted market price and/or do not have fixed or determinable payments

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

Loans and Receivables

Loans and receivables are recognised on the Balance Sheet when the Council becomes a party to the contractual provisions of a financial instrument and are initially measured at fair value. They are then measured at their amortised cost. Annual credits to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement for interest receivable are based on the carrying amount of the asset multiplied by the effective rate of interest for the instrument. For most of the loans that the Council has made, this means that the amount presented in the Balance Sheet is the outstanding principal receivable (plus accrued interest) and interest credited to the Comprehensive Income and Expenditure Statement is the amount receivable for the year in the loan agreement.

The Council has made interest-free loans for private sector housing improvements (soft loans). When soft loans are made, a loss is recorded in the Comprehensive Income and Expenditure Statement (debited to the appropriate service) for the present value of the interest that will be foregone over the life of the instrument, resulting in a lower amortised cost than the outstanding principal. Interest is credited to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement at a marginally higher effective rate of interest than the rate receivable from the voluntary organisations, with the difference serving to increase the amortised cost of the loan in the Balance Sheet. Statutory provisions require that the impact of soft loans on the General Fund Balance is the interest receivable for the financial year – the reconciliation of amounts debited and credited to the Comprehensive Income and Expenditure Statement to the net gain required against the General Fund Balance is managed by a transfer to or from the Financial Instruments Adjustment Account in the Movement in Reserves Statement.

Where assets are identified as impaired because of a likelihood arising from a past event that payments due under the contract will not be made, the asset is written down and a charge made to the relevant service (for items specific to a service) or the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement. The impairment loss is measured as the difference between the carrying amount and the present value of the revised future cash flows discounted at the asset's original effective interest rate.

Any gains and losses that arise on the derecognition of an asset are credited/debited to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement.

Available-for-Sale Assets

Available-for-sale assets are recognised on the balance sheet when the Council becomes a party to the contractual provisions of a financial instrument and are initially measured and carried at fair value. Where the asset has fixed or determinable payments, annual credits to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement for interest receivable are based on the amortised cost of the asset multiplied by the effective rate of interest for the instrument. Where there are no fixed or determinable payments, income (eg dividends) is credited to the Comprehensive Income and Expenditure Statement when it becomes receivable by the Council.

Assets are maintained in the balance sheet at fair value. Values are based on the following principles:

- Instruments with quoted market prices – the market price

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

- Other instruments with fixed and determinable payments – discounted cash flow analysis
- Equity shares with no quoted market prices – independent appraisal of company valuations

The inputs to the measurement techniques are categorised in accordance with the following three levels:

- Level 1 inputs – quoted prices (unadjusted) in active markets for identical assets that the authority can access at the measurement date.
- Level 2 inputs – inputs other than quoted prices included within Level 1 that are observable for the asset, either directly or indirectly.
- Level 3 inputs – unobservable inputs for the asset.

Changes in fair value are balanced by an entry in the Available-for-Sale Reserve and the gain or loss is recognised in the surplus or deficit on revaluation of available-for-sale financial assets. The exception is where impairment losses have been incurred – these are debited to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement, along with any net gain or loss for the asset accumulated in the Available-for-Sale Reserve.

Where assets are identified as impaired because of a likelihood arising from a past event that payments due under the contract will not be made (fixed or determinable payments) or fair value falls below cost, the asset is written down and a charge made to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement. If the asset has fixed or determinable payments, the impairment loss is measured as the difference between the carrying amount and the present value of the revised future cash flows discounted at the asset's original effective interest rate. Otherwise, the impairment loss is measured as any shortfall of fair value against the acquisition cost of the instrument (net of any principal repayment and amortisation).

Any gains or losses that arise on the derecognition of the asset are credited or debited to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement, along with any accumulated gains or losses previously recognised in the Available-for-Sale Reserve.

Where fair value cannot be measured reliably, the instrument is measured at cost (less any impairment losses).

12 Government Grants and Contributions

Whether paid on account, by instalments or in arrears, government grants and third party contributions and donations are recognised as due to the Council when there is reasonable assurance that:

- The Council will comply with the conditions attached to the payments, and
- The grants or contributions will be received

Amounts recognised as due to the Council are not credited to the Comprehensive Income and Expenditure Statement until conditions attaching to the grant or contribution have been satisfied. Conditions are stipulations that specify that the future economic benefits or service potential embodied in the asset acquired using the grant or contribution are required to be consumed by the

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

recipient as specified or future economic benefits or service potential must be returned to the transferor.

Monies advanced as grants and contributions for which conditions have not been satisfied are carried in the Balance Sheet as receipts in advance. When conditions are satisfied, the grant or contribution is credited to the relevant service line (attributable revenue grants/contributions) or Taxation and Non-Specific Grant Income (non-ring-fenced revenue grants and all capital grants) in the Comprehensive Income and Expenditure Statement.

Where capital grants are credited to the Comprehensive Income and Expenditure Statement, they are reversed out of the General Fund Balance in the Movement in Reserves Statement. Where the grant has yet to be used to finance capital expenditure, it is posted to the Capital Grants Unapplied Account. Where it has been applied, it is posted to the Capital Adjustment Account. Amounts in the Capital Grants Unapplied Account are transferred to the Capital Adjustment Account once they have been applied.

13 Intangible Assets

Expenditure on non-monetary assets that do not have physical substance but are controlled by the Council as a result of past events (e.g. software licence) is capitalised when it is expected that future economic benefits or service potential will flow from the intangible asset to the Council.

Internally generated assets are capitalised where it is demonstrable that the project is technically feasible and is intended to be completed (with adequate resources being available) and the Council will be able to generate future economic benefits or deliver service potential by being able to sell or use the asset. Expenditure is capitalised where it can be measured reliably as attributable to the asset and restricted to that incurred during the development phase (research expenditure is not capitalised).

Expenditure on the development of websites is not capitalised if the website is solely or primarily intended to promote or advertise the Council's goods or services.

Intangible assets are measured initially at cost. Amounts are only revalued where the fair value of the assets held by the Council can be determined by reference to an active market. The depreciable amount of an intangible asset is amortised over its useful life to the relevant service line(s) in the Comprehensive Income and Expenditure Statement. An asset is tested for impairment whenever there is an indication that the asset might be impaired – any losses recognised are posted to the relevant service line(s) in the Comprehensive Income and Expenditure Statement. Any gain or loss arising on the disposal or abandonment of an intangible asset is posted to the Other Operating Expenditure line in the Comprehensive Income and Expenditure Statement.

Where expenditure on intangible assets qualifies as capital expenditure for statutory purposes, amortisation, impairment losses and disposal gains and losses are not permitted to have an impact on the General Fund Balance. The gains and losses are therefore reversed out of the General Fund Balance in the Movement in Reserves Statement and posted to the Capital Adjustment Account and (for any sale proceeds greater than £10,000) the Capital Receipts Reserve.

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14 Inventories

Inventories are included in the Balance Sheet at the lower of cost and net realisable value. The cost of inventories is assigned using the first-in first-out (FIFO) costing formula.

15 Investment Properties

Investment properties are those that are used solely to earn rentals and/or for capital appreciation. The definition is not met if the property is used in any way to facilitate the delivery of services or production of goods or is held for sale.

Investment properties are measured initially at a cost and subsequently at fair value, being the price that would be received to sell such an asset in an orderly transactions between market participants at the measurement date. As a non-financial asset, investment properties are measured at highest and best use.. Properties are not depreciated, but assets included in the Balance Sheet at fair value are revalued sufficiently regularly to ensure that their carrying amount is not materially different from their fair value at the year-end, but as a minimum every five years. Gains and losses on revaluation are posted to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement. The same treatment is applied to gains and losses on disposal.

Rentals received in relation to investment properties are credited to the Financing and Investment Income line and result in a gain for the General Fund Balance.

However, revaluation and disposal gains and losses are not permitted by statutory arrangements to have an impact on the Balance. The gains and losses are therefore reversed out of the General Fund Balance in the Movement in Reserves Statement and posted to the Capital Adjustment Account and (for any sale proceeds greater than £10,000) the Capital Receipts Reserve.

16 Leases

Leases are classified as finance leases where the terms of the lease transfer substantially all the risks and rewards incidental to ownership of the property, plant or equipment from the lessor to the lessee and the fair value of the property, plant or equipment at lease inception is above the Council's de-minimis levels of £2,000 for vehicles and £15,000 for other items. All other leases are classified as operating leases.

Where a lease covers both land and buildings, the land and buildings elements are considered separately for classification.

Arrangements that do not have the legal status of a lease but convey a right to use an asset in return for payment are accounted for under this policy where fulfilment of the arrangement is dependent on the use of specific assets.

The Council as Lessee

Finance Leases

Property, plant and equipment held under finance leases is recognised on the Balance Sheet at the commencement of the lease at its fair value measured at the lease's inception (or the present value

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of the minimum lease payments, if lower). The asset recognised is matched by a liability for the obligation to pay the lessor. Initial direct costs of the Council are added to the carrying amount of the asset. Premiums paid on entry into a lease are applied to writing down the lease liability. Contingent rents are charged as expenses in the years in which they are incurred.

Lease payments are apportioned between:

- A charge for the acquisition of the interest in the property, plant or equipment – applied to write down the lease liability, and
- A finance charge (debited to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement)

Property, Plant and Equipment recognised under finance leases is accounted for using the policies applied generally to such assets, subject to depreciation being charged over the lease term if this is shorter than the asset's estimated useful life.

The Council is not required to raise council tax to cover depreciation or revaluation and impairment losses arising on leased assets. Instead, a prudent annual provision is made from revenue towards the deemed capital investment in accordance with statutory requirements. Depreciation and revaluation and impairment losses are therefore replaced by revenue provision in the General Fund Balance, by way of an adjusting transaction with the Capital Adjustment Account in the Movement in Reserves Statement for the difference between the two.

Operating Leases

Rentals paid under operating leases are charged to the Comprehensive Income and Expenditure Statement as an expense of the services benefiting from use of the leased property, plant or equipment. Charges are made on a straight-line basis over the life of the lease, even if this does not match the pattern of payments (e.g. there is a rent-free period at the commencement of the lease).

The Council as Lessor

Finance Leases

Where the Council grants a finance lease over a property or an item of plant or equipment, the relevant asset is written out of the Balance Sheet as a disposal. At the commencement of the lease, the carrying amount of the asset in the Balance Sheet (whether Property, Plant and Equipment or Assets Held for Sale) is written off to the Other Operating Expenditure line in the Comprehensive Income and Expenditure Statement as part of the gain or loss on disposal. A gain, representing the Council's net investment in the lease, is credited to the same line in the Comprehensive Income and Expenditure Statement also as part of the gain or loss on disposal (i.e. netted off against the carrying value of the asset at the time of disposal), matched by a lease asset in the Balance Sheet.

Lease rentals receivable are apportioned between:

- A charge for the acquisition of the interest in the property – applied to write down the lease liability (together with any premiums received), and

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- Finance income (credited to the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement)

The gain credited to the Comprehensive Income and Expenditure Statement on disposal is not permitted by statute to increase the General Fund Balance and will be required to be treated as a capital receipt. Where a premium has been received, this is posted out of the General Fund Balance to the Capital Receipts Reserve in the Movement in Reserves Statement. Where the amount due in relation to the lease asset is to be settled by the payment of rentals in future financial years, this is posted out of the General Fund Balance to the Deferred Capital Receipts Reserve in the Movement in Reserves Statement. When the future rentals are paid, the element for the charge for the acquisition of the interest in the property is used to write down the lease asset. At this point, the deferred capital receipts are transferred to the Capital Receipts Reserve.

The written-off value of disposals is not a charge against council tax, as the cost of non-current assets is fully provided for under separate arrangements for capital financing. Amounts are appropriated to the Capital Adjustment Account from the General Fund Balance in the Movement in Reserves Statement.

Operating Leases

Where the Council grants an operating lease over a property or an item of plant or equipment, the asset is retained in the Balance Sheet. Rental income is credited to the Other Operating Expenditure line in the Comprehensive Income and Expenditure Statement. Credits are made on a straight-line basis over the life of the lease, even if this does not match the pattern of payments (e.g. there is a premium paid at the commencement of the lease). Initial direct costs incurred in negotiating and arranging the lease are added to the carrying amount of the relevant asset and charged as an expense over the lease term on the same basis as rental income.

17 Overheads and Support Services

The costs of overheads and support services are charged to service segments in accordance with the Council's arrangements for accountability and financial performance.

18 Property, Plant and Equipment

Assets that have physical substance and are held for use in the production or supply of goods or services, for rental to others or for administrative purposes and that are expected to be used during more than one financial year are classified as Property, Plant and Equipment.

Recognition

Expenditure on the acquisition, creation or enhancement of Property, Plant and Equipment is capitalised on an accruals basis, provided that it is probable that the future economic benefits or service potential associated with the item will flow to the Council and the cost of the item can be measured reliably. Expenditure that maintains but does not add to an asset's potential to deliver future economic benefits or service potential (i.e. repairs and maintenance) is charged as an expense when it is incurred.

A de-minimis level of £2,000 has been adopted for vehicles and £15,000 for all other items. Assets that cost less than these limits are classified as revenue, rather than capital expenditure.

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The Council is paying 7% of the infrastructure costs of Clay Farm, which is being developed for housing, net of the contributions made towards these costs by affordable housing providers. The Council is paying the infrastructure costs gross and receiving a credit in relation to the contribution made by affordable housing providers separately, which is estimated to be about 25% of the gross costs. The Council accounts for 75% of the gross costs as an enhancement to its land, recognising a net debtor or receipt in advance at the end of each financial year dependant on the credits received in respect of affordable housing providers. The Council does not consider the accounting for these costs net of affordable housing contributions leads to any material misstatement.

Measurement

Assets are initially measured at cost, comprising:

- The purchase price
- Any costs attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management
- The initial estimate of the costs of dismantling and removing the item and restoring the site on which it is located

The cost of assets acquired other than by purchase is deemed to be its fair value, unless the acquisition does not have commercial substance and therefore will not increase the cash flows of the Council. In the latter case, where an asset is acquired via an exchange, the cost of the acquisition is the carrying amount of the asset given up by the Council.

Donated assets are measured initially at fair value. The difference between fair value and any consideration paid is credited to the Taxation and Non-Specific Grant Income line of the Comprehensive Income and Expenditure Statement, unless the donation has been made conditionally. Until conditions are satisfied, the gain is held in the Donated Assets Account. Where gains are credited to the Comprehensive Income and Expenditure Statement, they are reversed out of the General Fund Balance to the Capital Adjustment Account in the Movement in Reserves Statement.

Assets are then carried in the Balance Sheet using the following measurement bases:

- Infrastructure, community assets and assets under construction – depreciated historical cost
- Dwellings – current value, determined using the basis of existing use value for social housing (EUV-SH)
- Operational land and buildings – current value, determined as the amount that would be for the asset in its existing use (EUV). Where there is no market-based evidence of current value because of the specialist nature of an asset, depreciated replacement cost (DRC) is used as an estimate of current value.
- Surplus assets – the current value measurement basis is fair value, estimated at highest and best use from a market participant's perspective.
- Vehicles, Plant & Equipment – as these assets have short lives or low values (or both), depreciated historical cost basis is used as a proxy for current value.

Assets included in the Balance Sheet at current value are revalued sufficiently regularly to ensure that their carrying amount is not materially different from their fair value at the year-end, but as a

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minimum every five years. Increases in valuations are matched by credits to the Revaluation Reserve to recognise unrealised gains. Exceptionally, gains might be credited to the Comprehensive Income and Expenditure Statement where they arise from the reversal of a revaluation or impairment loss previously charged to a service.

Where decreases in value are identified, the revaluation loss is accounted for by:

- Where there is a balance of revaluation gains for the asset in the Revaluation Reserve, the carrying amount of the asset is written down against that balance (up to the amount of the accumulated gains)
- Where there is no balance in the Revaluation Reserve or insufficient balance, the carrying amount of the asset is written down against the relevant service line(s) in the Comprehensive Income and Expenditure Statement

The Revaluation Reserve contains revaluation gains recognised since 1 April 2007 only, the date of its formal implementation. Gains arising before that date have been consolidated into the Capital Adjustment Account.

Impairment

Assets are assessed each year-end as to whether there is any indication that an asset may be impaired. Where indications exist and any possible differences are estimated to be material, the recoverable amount of the asset is estimated and, where this is less than the carrying amount of the asset, an impairment loss is recognised for the shortfall.

Where impairment losses are identified, they are accounted for by:

- Where there is a balance of revaluation gains for the asset in the Revaluation Reserve, the carrying amount of the asset is written down against that balance (up to the amount of the accumulated gains)
- Where there is no balance in the Revaluation Reserve or insufficient balance, the carrying amount of the asset is written down against the relevant service line(s) in the Comprehensive Income and Expenditure Statement

Where an impairment loss is reversed subsequently, the reversal is credited to the relevant service line(s) in the Comprehensive Income and Expenditure Statement, up to the amount of the original loss, adjusted for depreciation that would have been charged if the loss had not been recognised.

Disposals and non-current assets held for sale

When it becomes probable that the carrying amount of an asset will be recovered principally through a sale transaction rather than through its continuing use, it is reclassified as an Asset Held for Sale. The asset is revalued immediately before reclassification and then carried at the lower end of this amount and fair value less costs to sell. Where there is a subsequent decrease to fair value less costs to sell, the loss is posted to the Other Operating Expenditure line in the Comprehensive Income and Expenditure Statement. Gains in fair value are recognised only up to the amount of any previously recognised losses. Depreciation is not charged on Assets Held for Sale.

The Council is undertaking a number of housing redevelopments where part of the cost of building social housing units is being 'paid' by the transfer of land on which the developer will build and sell

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market units. The Council assesses that it transfers the risks and rewards of ownership of this land at the point that the agreement with the developer becomes unconditional rather than at legal disposal (once the value of social housing build work equals the value of the land).

If assets no longer meet the criteria to be classified as Assets Held for Sale, they are reclassified back to non-current assets and valued at the lower of their carrying amount before they were classified as held for sale; adjusted for depreciation, amortisation or revaluations that would have been recognised had they not been classified as Held for Sale, and their recoverable amount at the date of the decision not to sell.

Assets that are to be abandoned or scrapped are not reclassified as Assets Held for Sale. Housing sold under the Right to Buy legislation is not reclassified as Assets Held for Sale as its primary purpose remains as a dwelling until the point of disposal and it is only considered significantly more likely than probable that a disposal will actually occur very close to the disposal itself. The carrying value of housing sold under right to buy remains the same as if it had been transferred to assets held for sale.

When an asset is disposed of or decommissioned, the carrying amount of the asset in the Balance Sheet (whether Property, Plant and Equipment or Assets Held for Sale) is written off to the Other Operating Expenditure line in the Comprehensive Income and Expenditure Statement also as part of the gain or loss on disposal. Receipts from disposals (if any) are credited to the same line in the Comprehensive Income and Expenditure Statement also as part of the gain or loss on disposal (i.e. netted off against the carrying value of the asset at the time of disposal). Any revaluation gains accumulated for the asset in the Revaluation Reserve are transferred to the Capital Adjustment Account.

Amounts received for a disposal in excess of £10,000 are categorised as capital receipts. A proportion of receipts relating to housing disposals are payable to the Government. The balance of receipts is required to be credited to the Capital Receipts Reserve, and can then only be used for new capital investment or set aside to reduce the Council's underlying need to borrow (the capital financing requirement). Receipts are appropriated to the Reserve from the General Fund Balance in the Movement in Reserves Statement.

The written-off value of disposals is not a charge against council tax, as the cost of non-current assets is fully provided for under separate arrangements for capital financing. Amounts are appropriated to the Capital Adjustment Account from the General Fund Balance in the Movement in Reserves Statement.

Depreciation

Depreciation is provided for on all Property, Plant and Equipment assets by the systematic allocation of their depreciable amounts over their useful lives. An exception is made for assets without a determinable finite useful life (i.e. freehold land and certain Community Assets) and assets that are not yet available for use (i.e. assets under construction).

Depreciation is calculated on the following bases:

- Dwellings and other buildings – straight-line allocation over the useful life of the property as estimated by the valuer
- Vehicles, plant and equipment – a percentage of the value of each class of assets in the Balance Sheet, as advised by a suitably qualified officer

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- Infrastructure – a percentage of the value of each class of assets in the Balance Sheet, as advised by a suitably qualified officer

Depreciation is based on the value of assets as at 1 April, so no charge is made in the year of acquisition and a full charge is made in the year of disposal.

Where an item of Property, Plant and Equipment asset has major components whose cost is significant in relation to the total cost of the item, the components are depreciated separately.

Revaluation gains are also depreciated, with an amount equal to the difference between current value depreciation charged on assets and the depreciation that would have been chargeable based on their historical cost being transferred each year from the Revaluation Reserve to the Capital Adjustment Account.

19 Heritage Assets

Heritage assets are assets with historical, artistic, scientific, technological, geophysical or environmental qualities which are held and maintained principally for their contribution to knowledge and culture.

Heritage assets are recognised and measured (including the treatment of revaluation gains and losses) in accordance with the Council's accounting policies on property, plant and equipment. However, some of the measurement rules are relaxed in relation to heritage assets as detailed below.

Civic Regalia

The collection of civic regalia includes ceremonial maces, chains of office and other civic items. These items are reported in the balance sheet at insurance valuation which is based on market values. Further information on the most significant items in the collection can be found on the Council's website.

Art Collection

The art collection (both oil and watercolour) includes portraits of historic figures with links to the city (many of them previous mayors and MPs) and paintings of the city. These items are reported in the balance sheet at insurance valuation which is based on market values. These items are deemed to have indeterminate lives and high residual values so the Council does not consider it appropriate to charge depreciation.

The civic regalia and art collection are deemed to have indeterminate lives and high residual values so the Council does not consider it appropriate to charge depreciation. The Council does not normally make any purchases or disposals of these items. The carrying amounts of heritage assets are reviewed where there is evidence of impairment, for example where there is physical deterioration, breakage or doubts as to authenticity. Any impairment is recognised and measured in accordance with the Council's general policy on impairment of non-current assets.

Cellarer's Chequer

The Council owns Cellarer's Chequer on the site of Barnwell Priory. The Cellarer was the second most important position in a monastery after the Abbot, dealing with the sourcing of provisions and

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supplies for the community. The Chequer is constructed from Barnack Stone with a tiled roof. It is in Early English style and is thought to be mid 13th century, retaining a doorway, windows and fireplace from this period. Further details can be found on the Council's website.

The Council considers that obtaining an accurate valuation for the Chequer would involve a disproportionate cost in comparison to the benefits to users of the accounts. This is because of the lack of comparable values. Consequently this asset is not recognised on the balance sheet.

20 Provisions, Contingent Liabilities and Contingent Assets

Provisions

Provisions are made where an event has taken place that gives the Council a legal or constructive obligation that probably requires settlement by a transfer of economic benefits or service potential, and a reliable estimate can be made of the amount of the obligation. For instance, the Council may be involved in a court case that could eventually result in the making of a settlement or the payment of compensation.

Provisions are charged as an expense to the appropriate service line in the Comprehensive Income and Expenditure Statement in the year that the Council becomes aware of the obligation, and measured at the best estimate at the balance sheet date of the expenditure required to settle the obligation, taking into account relevant risks and uncertainties.

When payments are eventually made, they are charged to the provision carried in the Balance Sheet. Estimated settlements are reviewed at the end of each financial year – where it becomes less than probable that a transfer of economic benefits will now be required (or a lower settlement than anticipated is made), the provision is reversed and credited back to the relevant service.

Where some or all of the payment required to settle a provision is expected to be recovered from another party (e.g. from an insurance claim), this is only recognised as income for the relevant service if it is virtually certain that reimbursement will be received if the Council settles the obligation.

Contingent Liabilities

A contingent liability arises where an event has taken place that gives the Council a possible obligation whose existence will only be confirmed by the occurrence or otherwise of uncertain future events not wholly within the control of the Council. Contingent liabilities also arise in circumstances where a provision would otherwise be made but either it is not probable that an outflow of resources will be required or the amount of the obligation cannot be measured reliably.

Contingent liabilities are not recognised in the Balance Sheet but disclosed in a note to the accounts.

Contingent Assets

A contingent asset arises where an event has taken place that gives the Council a possible asset whose existence will only be confirmed by the occurrence or otherwise of uncertain future events not wholly within the control of the Council.

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Contingent assets are not recognised in the Balance Sheet but disclosed in a note to the accounts where it is probable that there will be an inflow of economic benefits or service potential.

21 Reserves

The Council sets aside specific amounts as reserves for future policy purposes or to cover contingencies. Reserves are created by appropriating amounts out of the General Fund Balance in the Movement in Reserves Statement. When expenditure to be financed from a reserve is incurred, it is charged to the appropriate service in that year to score against the surplus/deficit on the provision of services in the Comprehensive Income and Expenditure Statement. The reserve is then appropriated back into the General Fund Balance in the Movement in Reserves Statement so that there is no net charge against council tax for the expenditure.

Certain reserves are kept to manage the accounting processes for non-current assets, financial instruments and retirement benefits and do not represent usable resources for the Council – these reserves are explained in the relevant policies.

22 Revenue Expenditure Funded from Capital under Statute

Expenditure incurred during the year that may be capitalised under statutory provisions but does not result in the creation of a non-current asset has been charged as expenditure to the relevant service in the Comprehensive Income and Expenditure Statement in the year. Where the Council has determined to meet the cost of this expenditure from existing capital resources or by borrowing, a transfer in the Movement in Reserves Statement from the General Fund Balance to the Capital Adjustment Account then reverses out the amounts charged so that there is no impact on the level of council tax.

23 Value Added Tax (VAT)

VAT payable is included as an expense only to the extent that it is not recoverable from Her Majesty's Revenue and Customs. VAT receivable is excluded from income.

24 Foreign Exchange Translation

Where the Council has entered into a transaction denominated in a foreign currency, the transaction is converted into sterling at the exchange rate on the date that the transaction was effective. Where amounts in foreign currency are outstanding at the year-end they are converted at the spot exchange rate at 31 March. Resulting gains or losses are recognised in the Financing and Investment Income and Expenditure line in the Comprehensive Income and Expenditure Statement.

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Glossary of Financial Terms and Abbreviations

Accounting Period

The period of time covered by the accounts, normally 12 months commencing on 1 April for local authorities.

Accruals

Sums included in the final accounts to cover income or expenditure attributable to the accounting period but for which payment has not been made/received at the balance sheet date.

Amortisation

A measure of the consumption of the value of intangible assets, based on the remaining economic life.

Capital Expenditure

Expenditure on new assets such as land and buildings, or on enhancements to existing assets which significantly prolong their useful life or increase their value.

Capital Receipt

Income from the sale of capital assets such as council houses, land or other buildings.

Cash Equivalents

Cash equivalents are investments that mature in 30 days or less from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

Contingent Liabilities

Potential liabilities which are either dependent on a future event or cannot be reliably estimated.

Creditors

Amounts owed by the Council at 31 March for goods received or services rendered but not yet paid for.

Current Assets

Assets which can be expected to be consumed or realised during the next accounting period.

Current Liabilities

Amounts which will become due or could be called upon during the next accounting period.

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Debtors

Amounts owed to the Council which are collectable or outstanding at 31 March.

Depreciation

A measure of the consumption of the value of non-current assets, based on the remaining economic life.

Effective rate of interest

The rate of interest that will discount the estimated cash flows over the life of a financial instrument to the amount in the balance sheet at initial measurement.

Equity instrument

A contract that evidences a residual interest in the assets of an entity after deducting all of its liabilities (e.g. an equity share in a company.)

Fair Value

The amount for which an asset could be exchanged, or a liability settled, between knowledgeable, willing parties in an arm's length transaction.

Finance Lease

A lease that transfers substantially all of the risks and rewards of ownership of a non-current asset to the lessee.

Financial Asset

A right to future economic benefits controlled by the Council. Examples include bank deposits, investments, trade receivables and loans receivable.

Financial Liability

An obligation to transfer economic benefits controlled by the Council. Examples include borrowings, financial guarantees and amounts owed to trade creditors.

Financial Instrument

Any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument of another.

Government Grants

Payments by central government towards local council expenditure. They may be specific, for example Housing Benefit subsidy, or general such as Revenue Support Grant.

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Heritage Assets

Heritage Assets are assets with historical, artistic, scientific, technological, geophysical or environmental qualities which are held and maintained principally for their contribution to knowledge and culture.

Impairment

The term used where the estimated recoverable amount from an asset is less than the amortised cost at which the asset is being carried on the balance sheet.

Non-current assets

Assets which can be expected to be of use or benefit the Council in providing its service for more than one accounting period.

Operating Lease

A lease under which the ownership of the asset remains with the lessor; for practical purposes it is equivalent to contract hiring.

Outturn

Refers to actual income and expenditure or balances as opposed to budgeted amounts.

Precepts

The amount which a local council which cannot levy a council tax directly on the public (for example a County Council or Police &) requires to be collected on its behalf.

Provisions

Monies set aside for liabilities which are likely to be incurred but where exact amounts or dates are uncertain.

Reserves

Amounts set aside in the accounts for the purpose of meeting particular future expenditure. A distinction is drawn between reserves and provisions which are set up to meet known liabilities.

Revenue Expenditure

Spending on day to day items including employees' pay, premises costs and supplies and services.

Revenue Expenditure Funded From Capital Under Statute

Expenditure which legislation allows to be classified as capital for funding purposes when it does not result in the expenditure being carried on the Balance Sheet as a non-current asset. The purpose of this is to enable it to be funded from capital resources rather than be charged to the General Fund and impact on that year's council tax.

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Revenue Support Grant

Grant paid by central government to a local council towards the costs of its services.

The Code

The Code of Practice on Local Authority Accounting in the United Kingdom 2014/15. This specifies the principals and practices of accounting required to give a 'true and fair' view of the financial position and transactions of a local authority.

Statement of Accounting Policies & Glossary of Financial Terms and Abbreviations

Abbreviations used in the accounts

CIPFA	Chartered Institute of Public Finance and Accountancy
GAAP	Generally Accepted Accounting Practice
HRA	Housing Revenue Account
IAS	International Accounting Standard
IFRS	International Financial Reporting Standard
LAAP	Local Authority Accounting Panel
LGPS	Local Government Pension Scheme
MRP	Minimum Revenue Provision
NNDR	National Non-Domestic Rates
SERCOP	Service Reporting Code of Practice
SOLACE	Society of Local Authority Chief Executives and Senior Managers

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Private and Confidential

16 August 2017

Dear Civic Affairs Committee Members

We have substantially completed our audit of Cambridge City Council (the Council) for the year ended 31 March 2017.

Subject to concluding the outstanding matters listed in our report, we confirm that we expect to issue an unqualified audit opinion on the financial statements in the form at Section 3.

The statutory deadline for 2016/17 is 30 September 2017. The Council is aiming to approve the financial statements on 13 September 2017. We confirm that we also expect to issue our audit opinion on or shortly after this date. We also have no matters to report on your arrangements to secure economy, efficiency and effectiveness in your use of resources.

This report is intended solely for the use of the Civic Affairs Committee, other members of the Council, and senior management. It should not be used for any other purpose or given to any other party without obtaining our written consent.

We would like to thank your staff for their help during the engagement.

We look forward to discussing with you any aspects of this report or any other issues arising from our work.

Yours faithfully

Suresh Patel
Executive Director

For and on behalf of Ernst & Young LLP
United Kingdom

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In April 2015 Public Sector Audit Appointments Ltd (PSAA) issued "Statement of responsibilities of auditors and audited bodies". It is available from the via the PSAA website (www.PSAA.co.uk).

The Statement of responsibilities serves as the formal terms of engagement between appointed auditors and audited bodies. It summarises where the different responsibilities of auditors and audited bodies begin and end, and what is to be expected of the audited body in certain areas.

The "Terms of Appointment (updated September 2015)" issued by the PSAA sets out additional requirements that auditors must comply with, over and above those set out in the National Audit Office Code of Audit Practice (the Code) and in legislation, and covers matters of practice and procedure which are of a recurring nature..

This report is made solely to the Civic Affairs Committee, other members of the Council and management of Cambridge City Council in accordance with the statement of responsibilities. Our work has been undertaken so that we might state to the Civic Affairs Committee, other members of the Council and management of Cambridge City Council those matters we are required to state to them in this report and for no other purpose. To the fullest extent permitted by law we do not accept or assume responsibility to anyone other than the Civic Affairs Committee, other members of the Council and management of Cambridge City Council for this report or for the opinions we have formed. It should not be provided to any third-party without obtaining our written consent.



01

Executive Summary



Executive Summary

Overview of the audit

Scope and materiality

In our Audit Plan presented to the Civic Affairs Committee at their 15 February 2017 meeting, we gave you an overview of how we intended to carry out our responsibilities as your auditor. We carried out our audit in accordance with this plan. There have been no changes in our planned audit strategy.

We planned our procedures using a materiality of £2.39 million (which is consistent with the materiality level for the Group). We reassessed this using the actual results for the financial year, which has increased this amount to £2.79 million (which is also consistent with the materiality level for the Group). The threshold for reporting audit differences has increased from £0.119 million to £0.139 million. The basis of our assessment of materiality has remained consistent with prior years at 2% of gross expenditure.

We also identified areas where misstatement at a lower level than materiality might influence the reader and developed a specific audit strategy for them. They include:

- ▶ Remuneration disclosures including any severance payments, exit packages and termination benefits. As these disclosures are considered to be of interest to users of the accounts we have adopted judgement in ensuring that we have tested the disclosures in sufficient detail to ensure they are correctly disclosed. In particular we have confirmed the figures for senior officer remuneration in full.
- ▶ Related party transactions. The accounting standard requires us to consider the disclosure from the point of materiality to either side of the transaction. We have therefore considered the nature of the relationship in applying materiality.
- ▶ Councillors' allowances. As these disclosures are considered to be of interest to users of the accounts we have adopted judgement in ensuring that we have tested the disclosures in sufficient detail to ensure they are correctly disclosed.

Status of the audit

We have substantially completed our audit of Cambridge City Council's financial statements for the year ended 31 March 2017 and have performed the procedures outlined in our Audit plan. Subject to satisfactory completion of the following outstanding items we expect to issue an unqualified opinion on the Council's financial statements in the form which appears at Section 3. However until work is complete, further amendments may arise:

- ▶ Receipt of outstanding investment confirmations;
- ▶ Review of the final version of the financial statements;
- ▶ Completion of subsequent events review;
- ▶ Completion of Final Review Procedures;
- ▶ Receipt of the signed management representation letter; and
- ▶ Completion of Procedures required by the National Audit Office (NAO) regarding the Whole of Government Accounts submission.

We expect to issue the audit certificate at the same time as the audit opinion.



Executive Summary

Status of the audit (continued)

We are yet to complete our work on the Whole of Government Accounts (WGA) return. We plan to complete this work once we are in receipt of a final version of accounts. Until this is completed we will not be in a position to issue the audit certificate. This has no impact on our ability to issue the opinion on the financial statement, but we aim to complete the work prior to the committee on 13 September so that we can issue the certificate at the same time.

Audit differences

At the time of writing this report we have not identified any adjusted or unadjusted audit differences in the draft financial statements.

In any audit, we may identify misstatements between amounts we believe should be recorded in the financial statements and disclosures and amounts actually recorded. These differences are classified as 'known' or 'judgemental'. Known differences represent items that can be accurately quantified and relate to a definite set of facts or circumstances. Judgemental differences generally involve estimation and relate to facts or circumstances that are uncertain or open to interpretation.

We have included all known amounts greater than £0.139 million relating to Cambridge City Council in our summary of misstatements table below.

There are no corrected misstatements that we wish to bring to your attention. We have identified a number of minor disclosure adjustments during the audit that have been updated by management in the financial statements. We do not deem any of these to be so significant that they require reporting to you.

At the time of writing this report we have not identified any uncorrected misstatements.

We do note that management have made adjustments of £0.6 million relating to additional accruals to Cambridgeshire County Council which were previously included in earmarked reserves.



Executive Summary

Areas of audit focus

Our Audit Plan identified key areas of focus for our audit of the Council's financial statements. This report sets out our observations and conclusions, including our views on areas which might be conservative, and where there is potential risk and exposure. We summarise our consideration of these matters, and any others identified, in the "Key Audit Issues" section of this report.

We ask you to review these and any other matters in this report to ensure:

- ▶ There are no other considerations or matters that could have an impact on these issues;
- ▶ You agree with the resolution of the issue; and
- ▶ There are no other significant issues to be considered.

There are no matters, apart from those reported by management or disclosed in this report, which we believe should be brought to the attention of the Civic Affairs Committee.

Value for money

We considered your arrangements to take informed decisions; deploy resources in a sustainable manner; and work with partners and other third parties.

In our Audit Plan we identified no significant VFM risks and we have not become aware of any matters that change our view in relation to this.

However, we have performed a high level review of the financial resilience of the Council and considered whether there are any significant issues with the robustness of the medium term financial plans and assumptions. Overall we have concluded that arrangements are appropriate.

We have no matters to report about your arrangements to secure economy efficiency and effectiveness in your use of resources.



Executive Summary

Other reporting issues

We have reviewed the information presented in the Annual Governance Statement for consistency with our knowledge of the Council. We have no matters to report as a result of this work.

As noted above, we are yet to complete our work on the Whole of Government Accounts (WGA) return.

The period for electors and interested parties to ask us questions or object to the accounts ended on 21 July. We received no queries. We have no other matters to report.

Control observations

During the completion of our audit we have not identified any significant deficiencies in the design or operation of an internal control that might result in a material misstatement in your financial statements and which is unknown to you.

Independence

Please refer to Appendix B for our update on Independence. We have no independence issues to highlight.



02 Areas of Audit Focus



Areas of Audit Focus

Audit issues and approach: Risk of Fraud in Revenue and Expenditure Recognition

Revenue Recognition

What are our conclusions?

Our testing has not identified any material misstatements from revenue and expenditure recognition.

Overall our audit work did not identify any material issues or unusual transactions to indicate any misreporting of the Council's financial position.

What is the risk?


Risk of fraud in revenue recognition

Under ISA240 there is a presumed risk that revenue may be misstated due to improper recognition of revenue. In this public sector this requirement is modified by Practice Note 10, issued by the Financial Reporting Council, which states that auditors should also consider the risk that material misstatements may occur by manipulating expenditure recognition.

The Council has historically performed well in relation to their outturn position for the year. In 2016/17 the Council incurred a surplus of £6.25 million chargeable to the General Fund and Housing Revenue Account (HRA) as set out in the Expenditure and Funding Analysis. The overall position against the budget set by the Council was a surplus of £1.2 million for general fund services and a surplus of £1.9 million for the HRA.

As the Council is more focussed on its financial position over the medium term we have rebutted this risk for the Council's standard income and expenditure streams except for the capitalisation of revenue expenditure on Property, Plant and Equipment (PPE) given the extent of the Council's capital programme. We have also considered the completeness of liabilities and valuation of certain some estimated liabilities for any management bias.

These areas have also been considered as being linked to the risk of fraud in management override of controls (see below).

 Significant Risk

What did we do?

In order to address this risk we carried out a range of procedures including:

- ▶ Reviewing the appropriateness of revenue and expenditure recognition accounting policies and testing that they had been applied correctly during our detailed testing;
- ▶ Testing the appropriateness of journal entries recorded in the general ledger and other adjustments made in the preparation of the financial statements (refer to details included in the management override of control section below);
- ▶ Reviewing accounting estimates (e.g. IAS 19 liability, valuation of PPE and provisions) for evidence of management bias (see relevant sections below);
- ▶ Performed sample testing on additions to PPE to ensure that they have been correctly classified as capital and included at the correct value to identify any revenue items that have been inappropriately capitalised;
- ▶ Testing a sample of liabilities based on our established testing threshold for reasonableness;
- ▶ Performing cut-off testing of transactions both before and after year-end to ensure that they were accounted for in the correct year based on our established testing threshold;
- ▶ Considering the completeness of liabilities included in the financial statements; and
- ▶ Evaluating the business rationale for any significant unusual transactions.



Areas of Audit Focus

Audit issues and approach: Management Override of Controls

Management override

What are our conclusions?

We have not identified any material weaknesses in controls or evidence of material management override.

We have not identified any instances of inappropriate judgements being applied.

We did not identify any other transactions during our audit which appeared unusual or outside the Council's normal course of business.

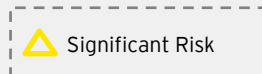
What is the risk?

Risk of management override

As identified in ISA 240, management is in a unique position to perpetrate fraud because of its ability to manipulate accounting records directly or indirectly and to prepare fraudulent financial statements by overriding controls that otherwise seem to be operating effectively. We identify and respond to this fraud risk on every audit engagement.

We have assessed journal amendments, accounting estimates and unusual transactions as the area's most open to manipulation.

Linking to our risk of fraud in revenue and expenditure recognition above we have considered the capitalisation of revenue expenditure on PPE given the extent of the Council's capital programme. We have also considered the completeness of liabilities and valuation of some estimated liabilities for any management bias.



What did we do?

In order to address this risk we carried out a range of procedures including:

- ▶ Gaining an understanding of the oversight given by those charged with governance of management's processes and controls in respect of fraud;
- ▶ Testing the appropriateness of journal entries recorded in the general ledger and other adjustments made in the preparation of the financial statements. We obtained a full list of journals posted to the general ledger during the year and using our data analytics tool confirmed the completeness of the population and analysed these journals using criteria we set to identify any unusual journal types or amounts. We then tested a sample of journals that met our criteria and tested these to supporting documentation;
- ▶ Reviewing accounting estimates (e.g. IAS 19 liability, valuation of PPE and provisions) for evidence of management bias (see relevant sections below);
- ▶ Considering the results of our work on revenue and expenditure recognition as set out above, specifically considering any instances of management bias; and
- ▶ Evaluating the business rationale for any significant unusual transactions.



Areas of Audit Focus

Audit issues and approach: Management Override of Controls (continued)



Further details on procedures / work performed

In undertaking our work on management override of controls we have considered the balances included in the Council's financial statements that are the most susceptible to judgement or estimation techniques. The key estimates are considered to be:

- ▶ The valuation of Property, Plant and Equipment - due to the significance of this on the financial statements we have included this as a higher inherent risk in our audit strategy and include a separate section to report on this below.
- ▶ Valuation of pension liabilities - due to the significance of this on the financial statements we have included this as a higher inherent risk in our audit strategy and include a separate section to report on this below.
- ▶ Valuation of level 3 assets - During the year the Council have disposed of two assets which have resulted in deferred considerations and valued subject to future events. We have reported on these items in our higher inherent risk on capital transactions below.

Specifically in relation to liabilities (other than the net pension liability), we consider that accruals are a low risk of material misstatement as the majority are based on known values/invoices. We also do not consider deferred liabilities as a higher risk of material misstatement as they relate purely to the deferral of income and involve minimal judgement or estimation. As such, we have focused our work on provisions.

The provisions balance in the financial statements is £4.2 million at 31 March 2017 (£4.7 million at 31 March 2016). The majority of this balance relates to the provision for business rate appeals (£3.7 million) which the Council is required to estimate and include in the financial statements in accordance with the Code. We have not identified any significant issues with the Council's basis of calculation. We have considered the assumptions used in the calculation and consider them to be reasonable. We note that the Council uses an external specialist to assist in the calculation of the liability. We have assessed the work of the specialist, including considering their qualifications and experience with no significant issues identified. The remainder of the balance relates to insurance provisions (£0.4 million) and other provisions of £0.1 million, which are immaterial.

We evaluated the remainder of the Council's estimates, including bad debt provision and depreciation, as low risk of material misstatement. No issues were noted in our work in these areas.



Areas of Audit Focus

Other audit issues arising



Capital Transactions

As set out in our audit plan, the Council informed us during the year of a number of potentially large capital transactions that may have had an impact on the 2016/17 financial statements. Some of these transactions did not occur or resulted in no impact to 2016/17. However we do note the following which we have considered during our audit work:

1. Assets held for sale primarily comprise of one asset held within this category since 2014/15. An agreement for the sale of the land has been in place for some time but has been subject to certain conditions which has delayed the sale. The valuation of assets has been considered within our overall work on the valuation of PPE in the section below. However, as part of the proposed consideration for the asset, there is an overage element whereby the purchaser shall pay to the Council an additional amount based on set criteria. This element represents a financial asset to the Council and should be measured at fair value. At the balance sheet date the asset sale had not completed with it being subject to three conditions, of which only two have been completed with the third being outside the control of the Council. As the property had not yet been sold, and given the delays experienced in the sale of the site to date, we agree with management's decision not to recognise any financial asset in relation to this within the 2016/17 financial statements as there is not a contractual obligation for the Council to receive the proceeds at the balance sheet date. We note that the property sale completed post year end.

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During the year the Council have sold a property to another organisation who are then reselling the property onto another third party. The consideration has been deferred until the property has been sold to the final buyer. The property is being marketed and a number of bids have been received. The consideration is based on a minimum payment plus an overage element. As there is a contractual obligation for the Council to receive the consideration at the balance sheet date the financial asset has been classified as an available for sale, level 3 financial instrument, which means that the fair value is estimated based on unobservable inputs. The consideration has been included in long term debtors and valued at £2.7 million at the balance sheet date. We have reviewed the calculation of the £2.7 million and concluded that it is based on the most available information as at the time of our audit. The consideration has been based on the average value of the bids received for the property. We have reviewed management's assumptions in calculating the estimated sale proceeds and confirm that the estimate range is within overall materiality and therefore we have concluded that the estimate is materially stated.

3. The Council have also disposed of a piece of land (held within investment properties) during 2016/17 which was disposed of to open up development potential in the area the land is located. The Council will receive consideration based on the development values achieved as the area is developed. As there is a large potential variation in these values, the local plan is not yet approved, as well as the possible receipt of the consideration being uncertain, the Council have not recognised a value within the financial statements and have disclosed this fact within the financial instruments note. We have reviewed the contract associated with the sale, in particular, the schedule associated with the payment terms. At this stage it is clear that there are a number of factors that may impact the amount the Council will receive. The Council's valuer has provided a year end valuation on the land of £1.3 million. However, this would then be subject to the overage calculations set out in the contract which would reduce the amount due to the Council. Until the land is developed and progressed we agree with the Council that there is too much uncertainty to estimate the development values. Given the value by the valuer at the year end relates to the asset as a whole and the Council's share would be part of this in its current form we do not consider there to be a risk of material error.

We have worked closely with the Council during the financial year to agree the accounting and disclosure requirements associated with the above transactions. We have understood the transactions, reviewed the accounting treatment and disclosures and confirmed that these have been correctly incorporated into the financial statements.



Areas of Audit Focus

Other audit issues arising (continued)



Group Structure

The Council has set up a subsidiary, Cambridge City Housing Company Limited (CCHC), a wholly owned entity of the Council, which was incorporated on 15 February 2016 and commenced trading in May 2016. Whilst the trading activity in the year is not material, the transactions accounted for in the subsidiary balance sheet are material. As a result the Council has prepared group accounts for the first time in 2016/17. The Council has needed to consider the consolidation of subsidiaries including the elimination of inter-group transactions and related consolidation adjustments required to align accounting policy differences. The Council has also needed to ensure that the accounts reflect all required disclosure requirements for group accounts. The production of statements and disclosure notes for the group accounts and the closedown and consolidation process therefore presents a financial statements risk.

We have reviewed the Council's processes for consolidation, agreed the consistency of accounting policies, and ensured the inter-company elimination is appropriate. We have also tested the balances being consolidated taking into account materiality.

Specifically, we have considered the accounting treatment of the 23 properties held within CCHC which are available for rent at 80% of market rates. These properties have been treated as investment properties within CCHC. We have not considered the appropriateness of the subsidiary treatment as we are not the auditors for CCHC. However, on consolidation these properties have been included in the group accounts within property, plant and equipment, as other land and buildings, as they are considered to be operational. The Code defines investment property as property held solely to earn rentals or for capital appreciation or both. Property which is being used to deliver services is classed as operational land and buildings. Management determined that the CCHC properties do not meet the definition of investment properties under the Code as they are being provided at 80% market rates and so fall to be classified as property, plant and equipment. Management also determined that the properties, although categorised differently in each balance sheet, could be valued on the same basis. The valuation has been performed based on comparable new build dwellings at 31 March 2017, adjusted for any vacant possession. In order to confirm the above assessment, given that this is a new venture by the Council in the year, we have discussed the approach with an EY internal valuations specialist and consider the valuation methodology to be appropriate. The valuation of PPE has been considered in the relevant section below. We concur with management's proposed treatment of the properties.

We note that in addition to CCHC the Council is also involved in a number of other entities as follows:

- ▶ Cambridge Live - Two members of the Council are appointed as trustees, and the Articles of Association require a minimum of 11 trustees.
- ▶ Visit Cambridge and Beyond - There are 12 directors, of which one is appointed by the City Council.

For both of the above the Council has determined they do not have significant influence and therefore do not consider the entities to be associates. The consideration of significant influence is judgemental and it could be perceived that the positions on the Boards allow the Council to participate in the decision making of the entities and therefore represent significant influence. However, as the equity method of accounting would be adopted, meaning that the net income/expenditure and net assets are accounted for the Council's share would be immaterial. As such this has not been considered further, however the Council will need to keep the accounting for these entities under review.

- ▶ Cambridge Investment Partnership LLP - The Council has a 50% stake in Cambridge Investment Partnership (CIP) LLP, with Hill Investment Partnerships Limited, which was incorporated in December 2016. The partnership will redevelop land in the Cambridge area, including for affordable housing. There were no material transactions in the period to 31 March 2017 and as such this entity has not been included in the consolidated accounts.



Areas of Audit Focus

Other audit issues arising (continued)

- ▶ Storey's Field Community Trust - This is a company limited by guarantee established by the University of Cambridge and Cambridge City Council to jointly manage and operate the new community centre currently under construction in North West Cambridge. The centre will not open until later this year so there are no material transactions in the period to 31 March 2017 and as such this entity has not been included in the consolidated accounts.

We have assessed the group boundary and the significance of the components to the group accounts and have concluded that it is materially accurate. The Council will need to keep this under review. We have also reviewed the completeness of the disclosures in the financial statement to ensure they are materially accurate and complete. We note that the transactions with the above entities that are not consolidated have been disclosed within related party transactions.



Accounting for Property, Plant and Equipment and Investment Properties

The fair value of Property, Plant and Equipment (PPE) and Investment Properties (IP) represent significant balances in the Council's accounts and are subject to valuation changes, impairment reviews and depreciation charges. Management is required to make material judgemental inputs and apply estimation techniques to calculate the year-end balances recorded in the balance sheet.

The Council engages two external expert valuers (one for the Council's housing stock and another for IP and all other land and buildings) who apply a number of complex assumptions. Annually, assets are assessed to identify whether there is any indication of impairment (i.e. a reduction in their carrying value).

As the Council's asset base is significant, and the outputs from the valuer are subjective, there is a risk that the fair value of PPE and IP may be under or overstated, or the associated accounting entries incorrectly posted. ISAs (UK and Ireland) 500 and 540 require us to undertake procedures on the use of management experts and the assumptions underlying fair value estimates.

This risk relates to assets that are revalued, being 'Council dwellings', 'Other land and Buildings', 'Surplus assets' and 'Investment Properties'. Vehicles, plant and equipment, infrastructure assets and community assets are held at cost.

Our approach has focused on:

- ▶ Considering of the work performed by the Council's valuers, Wilks, Head and Eve (WHE) (for Council Dwellings and assets held within other land and buildings consolidated from the subsidiary) and Bidwells (for all other assets subject to revaluation), including the adequacy of the scope of the work performed, their professional capabilities and the results of their work;
- ▶ Reviewing and sample testing over the key asset information used by the valuers in performing their valuation (e.g. floor plans to support valuations based on price per square metre);
- ▶ Considering the annual cycle of valuations to ensure that assets have been valued within a 5 year rolling programme as required by the Code for PPE and annually for IP. We have also considered if there are any specific changes to assets that have occurred and that these have been communicated to the valuer;
- ▶ Reviewing assets not subject to valuation in 2016/17 to confirm that the remaining asset base is not materially misstated;
- ▶ Considering external evidence of asset values via reference to the NAO commissioned Local Government Gerald Eve report and broader market data for the Cambridge area where relevant. Specifically we have considered if this indicates any material variances to the asset valuations performed by the valuers and to those assets not revalued;
- ▶ Considering changes to useful economic lives as a result of the most recent valuation;



Areas of Audit Focus

Other audit issues arising (continued)

- ▶ Considering whether asset categories held at cost have been assessed for impairment and are materially correct; and

Testing that the accounting entries have been correctly processed in the financial statements, including the treatment of impairments.

We note that there are approximately £10m of investment properties that have not been revalued at the balance sheet date. We have therefore assessed whether there is any risk of material misstatement associated with the properties. In order to be materially misstated the value would need to be different by more than 20%. Whilst there are a range of movements for individual assets, the average value change is approximately 7%. As such we do not consider there to be a risk of material misstatement associated with these assets. We have not identified any material issues in the valuations based on our work.



Pension Valuations and Disclosures

The Local Authority Accounting Code of Practice and IAS19 require the Council to make extensive disclosures within its financial statements regarding its membership of the Local Government Pension Scheme (LGPS) administered by Cambridge County Council.

The Council's pension fund deficit is a material estimated balance and the Code requires that this liability be disclosed on the Council's balance sheet. At 31 March 2017 this totalled £114.032 million (£106.762 million at 31 March 2016).

The information disclosed is based on the IAS 19 report issued to the Council by the actuary to the County Council.

Accounting for this scheme involves significant estimation and judgement and therefore management engages an actuary to undertake the calculations on their behalf. ISAs (UK and Ireland) 500 and 540 require us to undertake procedures on the use of management experts and the assumptions underlying fair value estimates.

Our approach has focused on:

- ▶ Liaising with the auditors of, Cambridgeshire Pension Fund, BDO, to obtain assurances over the information supplied to the actuary in relation to Cambridge City Council;
- ▶ Assessing the work of the Pension Fund actuary (Hymans) including the assumptions they have used by relying on the work of PWC - Consulting Actuaries commissioned by Public Sector Auditor Appointments for all Local Government sector auditors, and considering any relevant reviews by the EY actuarial team; and
- ▶ Reviewing and testing the accounting entries and disclosures made within the Council's financial statements in relation to IAS19.

The report from BDO highlighted that the market value of the total Pension Fund assets submitted to the actuary as at 31 December 2016 totalled £2,718 million. The actuary has then performed a roll forward technique to estimate the value of the scheme as at 31 March 2017 to be £2,838 million. The Council's share of the assets has been reported as being £208.638 million, which equates to approximately 7%. BDO have reported that the actual scheme assets in the Cambridgeshire Pension Fund accounts are £2,814 million, a difference of £26.291 million. The Council's share of this is therefore approximately £2.018 million. The difference between the actuaries estimate and the year end actuals are approximately 0.97% of the asset values and 1.77% of the overall net liability accounted for in the balance sheet. No other significant matters were reported by BDO.

The assumptions used by the actuary have been reviewed by both PwC and our EY actuarial team who have both concluded that the assumptions and methodology used are considered to be appropriate. As the movement in the scheme assets is not material to the Council, equates to a less than 1% variance, and forms part of an overall estimated balance, fed by a number of assumptions we have concluded that the estimate is considered to be reasonable.

No other issues have been identified in completing our work. Assumptions used by the actuary and adopted by the Council are considered to be generally acceptable. The sensitivities surrounding these assumptions have been correctly disclosed in the notes to the financial statements.



Areas of Audit Focus

Other audit issues arising (continued)



Financial statements presentation - Expenditure and funding analysis and Comprehensive income and expenditure statement

The Code of Practice on Local Authority Accounting in the United Kingdom 2016/17 (the Code) changed the way the financial statements are presented. The new reporting requirements impact the Comprehensive Income and Expenditure Statement (CIES) and the Movement in Reserves Statement (MiRS), and include the introduction of the new 'Expenditure and Funding Analysis' note as a result of the 'Telling the Story' review of the presentation of local authority financial statements.

The Code no longer requires statements or notes to be prepared in accordance with SeRCOP. Instead the Code requires that the service analysis is based on the organisational structure under which the Council operates and reflects the Council's internal financial reporting structure.

This change in the Code has required a new structure for the primary statements, new notes and a full retrospective restatement of impacted primary statements. The restatement of the 2015/16 comparatives has required audit review.

Our audit approach has focused on:

- ▶ Reviewing the expenditure and funding analysis, CIES and new notes to ensure disclosures are in line with the Code;
- ▶ Reviewing the analysis of how these figures are derived, how the ledger system has been re-mapped to reflect the Council's organisational structure and how overheads are apportioned across the service areas reported; and
- ▶ Agreeing restated comparative figures back to the Council's segmental analysis and supporting working papers.

We proposed some minor disclosure amendments that management have agreed to make in the financial statements. In particular we highlighted that the EFA is not a Primary Statement (consistent with the Code Guidance notes). Management have updated the narrative to the EFA to reflect this.



03

Draft Audit Report



Draft Audit Report

Our opinion on the financial statements

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CAMBRIDGE CITY COUNCIL

Opinion on the Authority's financial statements

We have audited the financial statements of Cambridge City Council (the Authority) for the year ended 31 March 2017 under the Local Audit and Accountability Act 2014. The financial statements comprise the:

- Authority and Group Movement in Reserves Statement,
- Authority and Group Comprehensive Income and Expenditure Statement,
- Authority and Group Balance Sheet,
- Authority and Group Cash Flow Statement,
- the related notes 1 to 44 to the Authority Accounts, including the Authority Expenditure and Funding Analysis and notes 1 to 11 to the Group Accounts, including the Group Expenditure and Funding Analysis,
- Housing Revenue Account Income and Expenditure Statement, the Movement on the Housing Revenue Account Statement and related notes 1 to 10,
- Collection Fund and the related notes 1 to 7.

The financial reporting framework that has been applied in their preparation is applicable law and the CIPFA/LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.

This report is made solely to the members of Cambridge City Council, as a body, in accordance with Part 5 of the Local Audit and Accountability Act 2014 and for no other purpose, as set out in paragraph 43 of the Statement of Responsibilities of Auditors and Audited Bodies published by Public Sector Audit Appointments Limited. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Authority and the Authority's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of the Chief Financial Officer and auditor

As explained more fully in the Statement of the Chief Financial Officer's Responsibilities set out on page xxiii, the Chief Financial Officer is responsible for the preparation of the Statement of Accounts, which includes the financial statements, in accordance with proper practices as set out in the CIPFA/LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17, and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.



Draft Audit Report

Our opinion on the financial statements

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the Authority and Group's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Chief Financial Officer; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Statement of Accounts for the year ending 31 March 2017 to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the financial position of Cambridge City Council and Group as at 31 March 2017 and of its expenditure and income for the year then ended; and
- have been prepared properly in accordance with the CIPFA/LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.

Opinion on other matters

In our opinion, the information given in the Statement of Accounts for the year ending 31 March 2017 for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we report by exception

We report to you if:

- in our opinion the annual governance statement is misleading or inconsistent with other information forthcoming from the audit or our knowledge of the Authority;
- we issue a report in the public interest under section 24 of the Local Audit and Accountability Act 2014;
- we make written recommendations to the audited body under Section 24 of the Local Audit and Accountability Act 2014;
- we make an application to the court for a declaration that an item of account is contrary to law under Section 28 of the Local Audit and Accountability Act 2014;
- we issue an advisory notice under Section 29 of the Local Audit and Accountability Act 2014; or
- we make an application for judicial review under Section 31 of the Local Audit and Accountability Act 2014.

We have nothing to report in these respects



Draft Audit Report

Our opinion on the financial statements

Conclusion on Cambridge City Council's arrangements for securing economy, efficiency and effectiveness in the use of resources

Authority's responsibilities

The Authority is responsible for putting in place proper arrangements to secure economy, efficiency and effectiveness in its use of resources, to ensure proper stewardship and governance, and to review regularly the adequacy and effectiveness of these arrangements.

Auditor's responsibilities

We are required under Section 20(1)(c) of the Local Audit and Accountability Act 2014 to satisfy ourselves that the Authority has made proper arrangements for securing economy, efficiency and effectiveness in its use of resources. The Code of Audit Practice issued by the National Audit Office (NAO) requires us to report to you our conclusion relating to proper arrangements.

We report if significant matters have come to our attention which prevent us from concluding that the Authority has put in place proper arrangements for securing economy, efficiency and effectiveness in its use of resources. We are not required to consider, nor have we considered, whether all aspects of the Authority's arrangements for securing economy, efficiency and effectiveness in its use of resources are operating effectively.

Scope of the review of arrangements for securing economy, efficiency and effectiveness in the use of resources

We have undertaken our review in accordance with the Code of Audit Practice, having regard to the guidance on the specified criterion issued by the Comptroller and Auditor General (C&AG) in November 2016, as to whether Cambridge City Council had proper arrangements to ensure it took properly informed decisions and deployed resources to achieve planned and sustainable outcomes for taxpayers and local people. The Comptroller and Auditor General determined this criterion as that necessary for us to consider under the Code of Audit Practice in satisfying ourselves whether Cambridge City Council put in place proper arrangements for securing economy, efficiency and effectiveness in its use of resources for the year ended 31 March 2017.

We planned our work in accordance with the Code of Audit Practice. Based on our risk assessment, we undertook such work as we considered necessary to form a view on whether, in all significant respects, Cambridge City Council had put in place proper arrangements to secure economy, efficiency and effectiveness in its use of resources.

Conclusion

On the basis of our work, having regard to the guidance issued by the C&AG in November 2016, we are satisfied that, in all significant respects, Cambridge City Council put in place proper arrangements to secure economy, efficiency and effectiveness in its use of resources for the year ended 31 March 2017.



Draft Audit Report

Our opinion on the financial statements

Certificate

We certify that we have completed the audit of the accounts of Cambridge City Council in accordance with the requirements of the Local Audit and Accountability Act 2014 and the Code of Audit Practice issued by the National Audit Office.

Suresh Patel
for and on behalf of Ernst & Young LLP, Appointed Auditor
Cambridge
Date:

The maintenance and integrity of the Cambridge City Council web site is the responsibility of the directors; the work carried out by the auditors does not involve consideration of these matters and, accordingly, the auditors accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the web site.

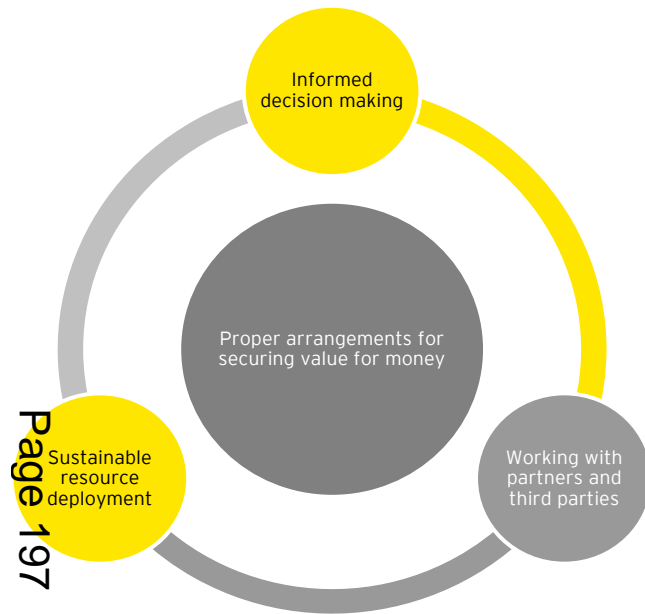
Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.



04 Value for Money



Value for Money



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Economy, efficiency and effectiveness

We must consider whether you have 'proper arrangements' to secure economy, efficiency and effectiveness in your use of resources. This is known as our value for money conclusion.

Proper arrangements are defined by statutory guidance issued by the National Audit Office. They comprise your arrangements to:

- ▶ take informed decisions;
- ▶ deploy resources in a sustainable manner; and
- ▶ work with partners and other third parties.

In considering your proper arrangements, we use the CIPFA/SOLACE framework for local government to ensure that our assessment is made against an already existing mandatory framework which you use in documents such as your Annual Governance Statement.

Overall conclusion

We are only required to determine whether there is any risk that we consider significant within the Code of Audit Practice, where risk is defined as:

"A matter is significant if, in the auditor's professional view, it is reasonable to conclude that the matter would be of interest to the audited body or the wider public"

Our risk assessment supports the planning of enough work to deliver a safe conclusion on your arrangements to secure value for money, and enables us to determine the nature and extent of any further work needed. If we do not identify a significant risk we do not need to carry out further work.

We identified no significant risks around these arrangements. The table below shows the issues we considered.

We expect having no matters to report about your arrangements to secure economy, efficiency and effectiveness in your use of resources.



VFM considerations

What is the significant VFM risk?	Arrangements this impacts?	What are our findings?
<p>The Council has historically performed well in relation to their outturn position for the year. In 2016/17 the Council incurred a surplus of £6.25 million chargeable to the General Fund and Housing Revenue Account (HRA) as set out in the Expenditure and Funding Analysis. The overall position against the budget set by the Council was a surplus of £1.2 million for general fund services and a surplus of £1.9 million for the HRA. To date the Council has responded well to the financial pressure it faces. The 2017/18 Budget Setting Report (BSR) identified a total net savings requirement of £1.5 million over the next 5 years:</p> <ul style="list-style-type: none"> ▶ 2017/18 - (£0.225) million ▶ 2018/19 - £0.238 million ▶ 2019/20 - £0.316 million ▶ 2020/21 - £0.561 million ▶ 2021/22 - £0.560 million <p>We note though that the budgets for future years include the planned use of reserves as follows:</p> <ul style="list-style-type: none"> ▶ 2017/18 - £2.330 million ▶ 2018/19 - £0.305 million ▶ 2019/20 - (£0.942) million ▶ 2020/21 - £0.302 million ▶ 2021/22 - £0.368 million 	<ul style="list-style-type: none"> • Taking informed decisions • Deploying resources in a sustainable manner 	<p>Our consideration focused on a high level review of:</p> <ul style="list-style-type: none"> ▶ the Council's 2017/18 budget and the medium term forecast, assessing the extent of the savings plans in place; and ▶ the use of any assumptions used in medium term planning. <p>The Council currently has a good level of un-earmarked general fund reserves (£15.4 million at 31 March 2017), which are above the minimum levels range set by the Council's s151 officer. These provide the Council with the flexibility to manage its financial position over the short-to-medium term, and reduce the risk that an unexpected overspend, or unexpected one-off item of expenditure, has a detrimental impact on the Council's financial standing. The Council plans to maintain this level of General Fund reserves indefinitely and we note that the projected general fund reserves in the BSR does not fall below the target level over the next 5 years.</p> <p>The 2017/18 budget is balanced, through the use of efficiencies, income plans, but also the use of £2.330 million of general fund reserves. The level of savings identified to date means that the saving targets for 2017/18 based on the BSR have been met. While incrementally savings can become harder to achieve over time, the Council's performance in delivering its plans gives confidence that it can continue to do so.</p> <p>We also reviewed the key assumptions in the budget and MTFs, which adequately took into account the economic environment at that time for business rate projections, and the forecast for reduced central government funding and the potential settlement.</p> <p>The Council also has earmarked reserves (£24 million at 31 March 2017) which have been established for a number of purposes, including an Invest for Income fund and City Deal fund. The existence of these reserves provides further evidence of the Council's prudent approach to financial management.</p> <p>The savings plans set out in the BSR for 2018/19 onwards compared to a gross expenditure of approximately £140 million per annum, and historic performance of closing the gap, we assess the Council to have adequate arrangements, based on the known information as at the end of the financial year</p> <p>Our review of the budget setting process, assumptions used in financial planning, in year financial monitoring, and the Council's history of delivery has not identified any significant matters that we wish to report to you.</p>



05

Other reporting issues



Other reporting issues

Consistency of other information published with the financial statements, including the Annual Governance Statement

We must give an opinion on the consistency of the financial and non-financial information in the Cambridge City Council Statement of Accounts for the year ending 31 March 2017 with the audited financial statements

We must also review the Annual Governance Statement for completeness of disclosures, consistency with other information from our work, and whether it complies with relevant guidance.

Our findings are:

- ▶ Financial information within the Annual Report and published with the financial statements was consistent with the Annual Accounts.
- ▶ The remuneration and staff report was prepared correctly, subject to the minor matters we have reported above.

We have reviewed the Annual Governance Statement and can confirm it is consistent with other information that we are aware of from our audit of the financial statements and we have no other matters to report.

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Whole of Government Accounts

Alongside our work on the financial statements, we also review and report to the National Audit Office on your Whole of Government Accounts return. The extent of our review, and the nature of our report, is specified by the National Audit Office.

We are yet to complete our work on the Whole of Government Accounts (WGA) return. We plan to complete this work ahead of the Civic Affairs Committee on 13 September.

Once completed we will report any matters arising to the Civic Affairs Committee.



Other reporting issues

Other powers and duties

We have a duty under the Local Audit and Accountability Act 2014 to consider whether to report on any matter that comes to our attention in the course of the audit, either for the Council to consider it or to bring it to the attention of the public (i.e. “a report in the public interest”). We did not identify any issues which required us to issue a report in the public interest.

We also have a duty to make written recommendations to the Council, copied to the Secretary of State, and take action in accordance with our responsibilities under the Local Audit and Accountability Act 2014. We did not identify any issues.

Other matters

As required by ISA (UK&I) 260 and other ISAs specifying communication requirements, we must tell you significant findings from the audit and other matters if they are significant to your oversight of the Council’s financial reporting process. They include the following:

- ▶ Significant qualitative aspects of accounting practices including accounting policies, accounting estimates and financial statement disclosures;
- ▶ Any significant difficulties encountered during the audit;
- ▶ Any significant matters arising from the audit that were discussed with management;
- ▶ Written representations we have requested;
- ▶ Expected modifications to the audit report;
- ▶ Any other matters significant to overseeing the financial reporting process;
- ▶ Related parties;
- ▶ External confirmations;
- ▶ Going concern;
- ▶ Consideration of laws and regulations; and
- ▶ Group audits

We have no matters to report.



06

Assessment of Control Environment



Assessment of Control Environment

Assessment of control environment

Financial controls

It is the responsibility of the Council to develop and implement systems of internal financial control and to put in place proper arrangements to monitor their adequacy and effectiveness in practice. Our responsibility as your auditor is to consider whether the Council has put adequate arrangements in place to satisfy itself that the systems of internal financial control are both adequate and effective in practice.

As part of our audit of the financial statements, we obtained an understanding of internal control sufficient to plan our audit and determine the nature, timing and extent of testing performed.

Although our audit was not designed to express an opinion on the effectiveness of internal control we are required to communicate to you significant deficiencies in internal control.

We have not identified any significant deficiencies in the design or operation of an internal control that might result in a material misstatement in your financial statements of which you are not aware.



07 Appendices



Appendix A

Required communications with the Civic Affairs Committee

There are certain communications that we must provide to the Civic Affairs Committees. We have done this by:

		Our Reporting to you
Required communications	What is reported?	When and where
Terms of engagement	Confirmation by the Civic Affairs committee of acceptance of terms of engagement as written in the engagement letter signed by both parties.	The statement of responsibilities serves as the formal terms of engagement between the PSAA's appointed auditors and audited bodies.
Planning and audit approach	Communication of the planned scope and timing of the audit, including any limitations.	February 2017 Audit Plan
Significant findings from the audit	<ul style="list-style-type: none"> ▶ Our view of the significant qualitative aspects of accounting practices including accounting policies, accounting estimates and financial statement disclosures ▶ Any significant difficulties encountered during the audit ▶ Any significant matters arising from the audit that were discussed with management ▶ Written representations we have requested ▶ Expected modifications to the audit report ▶ Any other matters significant to overseeing the financial reporting process 	September 2017 Audit Results Report
Going concern	<p>Events or conditions identified that may cast significant doubt on the entity's ability to continue as a going concern, including:</p> <ul style="list-style-type: none"> ▶ Whether the events or conditions constitute a material uncertainty ▶ Whether the use of the going concern assumption is appropriate in the preparation and presentation of the financial statements ▶ The adequacy of related disclosures in the financial statements 	No conditions or events were identified, either individually or together to raise any doubt about Cambridge City Council's ability to continue for the 12 months from the date of our report.
Misstatements	<ul style="list-style-type: none"> ▶ Uncorrected misstatements and their effect on our audit opinion ▶ The effect of uncorrected misstatements related to prior periods ▶ A request that any uncorrected misstatement be corrected ▶ Significant corrected misstatements, in writing 	September 2017 Audit Results Report

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Appendix A

Our Reporting to you

Required communications	What is reported?	When and where
Fraud	<ul style="list-style-type: none"> ▶ Asking the Civic Affairs Committee whether they have knowledge of any actual, suspected or alleged fraud affecting the Council ▶ Unless all those charged with governance are involved in managing the entity, any fraud identified or information obtained indicating that a fraud may exist involving: <ul style="list-style-type: none"> (a) management; (b) employees with significant roles in internal control; or (c) others where the fraud results in a material misstatement in the financial statements. ▶ A discussion of any other matters related to fraud, relevant to Civic Affairs Committee responsibility. 	We have asked management and those charged with governance about arrangements to prevent or detect fraud. We have not become aware of any fraud or illegal acts during our audit.
Related parties	<p>Significant matters arising during the audit in connection with the Council's related parties including, where applicable:</p> <ul style="list-style-type: none"> ▶ Non-disclosure by management ▶ Inappropriate authorisation and approval of transactions ▶ Disagreement over disclosures ▶ Non-compliance with laws and/or regulations ▶ Difficulty in identifying the party that ultimately controls the entity 	We have no matters to report.
Subsequent events	<ul style="list-style-type: none"> ▶ Where appropriate, asking the Civic Affairs Committee whether any subsequent events have occurred that might affect the financial statements. 	We have asked management and those charged with governance. We have no matters to report.
Other information	<ul style="list-style-type: none"> ▶ Where material inconsistencies are identified in other information included in the document containing the financial statements, but management refuses to make the revision. 	September 2017 Audit Results Report
External confirmations	<ul style="list-style-type: none"> ▶ Management's refusal for us to request confirmations ▶ We were unable to obtain relevant and reliable audit evidence from other procedures. 	At the time of writing this report we are awaiting some external confirmations in relation to investments. We will provide you with an update at the Civic Affairs Committee on 13 September 2017.







Appendix A

		Our Reporting to you
Required communications	What is reported?	When and where
Consideration of laws and/or regulations	<ul style="list-style-type: none"> ▶ Audit findings of non-compliance where it is material and believed to be intentional. This communication is subject to compliance with legislation on “tipping off” ▶ Asking the Civic Affairs Committee about possible instances of non-compliance with laws and/or regulations that may have a material effect on the financial statements, and known to the Civic Affairs Committee. 	We have asked management and those charged with governance. We have not identified any material instances or non-compliance with laws and regulations.
Significant deficiencies in internal controls identified during the audit	<ul style="list-style-type: none"> ▶ Significant deficiencies in internal controls identified during the audit. 	September 2017 Audit Results Report
Group Audits (if applicable)	<ul style="list-style-type: none"> ▶ An overview of the type of work to be performed on the financial information of the components ▶ An overview of the group audit team’s planned involvement in the component auditors’ work on the financial information of significant components ▶ Instances where the group audit team’s evaluation of a component auditor’s work of gave rise to a concern about its quality Any limitations on the group audit, for example, where the group engagement team’s access to information may have been restricted ▶ Fraud or suspected fraud involving group or component management, employees with significant roles in group-wide controls, or others where the fraud resulted in a material misstatement of the group financial statements. 	February 2017 Audit Plan September 2017 Audit Results Report
Independence	<p>Communication of all significant facts and matters that have a bearing on EY’s objectivity and independence.</p> <p>Communicating key elements of the audit engagement partner’s consideration of independence and objectivity such as:</p> <ul style="list-style-type: none"> ▶ The principal threats ▶ Safeguards adopted and their effectiveness ▶ An overall assessment of threats and safeguards ▶ Information on the firm’s general policies and processes for maintaining objectivity and independence <p>Communications whenever significant judgments are made about threats to objectivity or independence and the appropriateness of safeguards.</p>	February 2017 Audit Plan September 2017 Audit Results Report



Appendix A

		 Our Reporting to you
Required communications	 What is reported?	  When and where
Fee Reporting	Breakdown of fee information when the audit plan is agreed Breakdown of fee information at the completion of the audit Any non-audit work	February 2017 Audit Plan September 2017 Audit Results Report
Certification work	Summary of certification work	Certification Report



Independence

We confirm that there are no changes in our assessment of independence since our confirmation in our audit planning board report dated 15 March 2017.

We complied with the APB Ethical Standards and the requirements of the Public Sector Audit Appointment's (PSAA) Terms of Appointment. In our professional judgement the firm is independent and the objectivity of the audit engagement partner and audit staff has not been compromised within the meaning of regulatory and professional requirements.

We consider that our independence in this context is a matter which you should review, as well as us. It is important that you **and your Civic Affairs Committee** consider the facts known to you and come to a view. If you would like to discuss any matters concerning our independence, we will be pleased to do this at the meeting of the Civic Affairs Committee on 13 September 2017.

We confirm we have undertaken non-audit work outside the PSAA Code requirements in relation to our work on the 2015/16 Pooling of Housing Capital Receipts Return which was completed during the 2016/17 financial year. We have adopted the necessary safeguards in our completion of this work.

As part of our reporting on our independence, we set out below a summary of the fees paid for the year ended 31 March 2017.

We confirm that we have undertaken non-audit work outside the PSAA Code requirements. We have adopted the necessary safeguards in completing this work and complied with Auditor Guidance Note 1 issued by the NAO in December 2016.

	Planned Fee 2016/17 £'s	Scale Fee 2016/17 £'s	Final Fee 2015/16 £'s
Total Audit Fee - Code work (see note 1)	56,479	51,979	51,979
Certification of claims and returns	15,438	15,438	15,077
Total audit fee - Non code work (see note 2)	TBC	N/A	3,000

Note 1: Our actual fee is higher than the scale fee set by the Public Sector Audit Appointments (PSAA Ltd) due to additional work required to audit the group accounts. These additional fees are subject to agreement with PSAA.

Note 2: The fee for non-audit work will be discussed with management and reported to the Civic Affairs Committee in subsequent reporting once the scope of work has been agreed for 2016/17. This work relates to the agreed upon procedures certification arrangements for the Pooling of Housing Capital Receipts Return.

We will confirm our final fees following the completion of our audit and non-audit work and report this within our Annual Audit Letter.





Appendix D

Accounting and regulatory update



Accounting update

Since the date of our last report to the Civic Affairs Committee, new accounting standards and interpretations have been issued. The following table provides a high level summary of those that have the potential to have the most significant impact on you:

Name	Summary of key measures 	Impact on Cambridge City Council 
<p><i>IFRS 9 Financial Instruments</i></p> <p>Page 210</p>	<p>Applicable for local authority accounts from the 2018/19 financial year and will change:</p> <ul style="list-style-type: none"> ▶ How financial assets are classified and measured ▶ How the impairment of financial assets are calculated ▶ Financial hedge accounting ▶ The disclosure requirements for financial assets. <p>Transitional arrangements are included within the accounting standard, however as the 2018/19 Accounting Code of Practice for Local Authorities has yet to be issued it is unclear what the impact on local authority accounting will be and whether any accounting statutory overrides will be introduced to mitigate any impact.</p>	<p>Although some initial thoughts on the approach to adopting IFRS 9 have been issued by CIPFA, until the Code is issued and any statutory overrides are confirmed there remains some uncertainty. However, what is clear is that the Council will have to:</p> <ul style="list-style-type: none"> ▶ Reclassify existing financial instrument assets ▶ Re-measure and recalculate potential impairments of those assets; and ▶ Prepare additional disclosure notes for material items
<p><i>IFRS 15 Revenue from Contracts with Customers</i></p>	<p>Applicable for local authority accounts from the 2018/19 financial year. This new standard deals with accounting for all contracts with customers except:</p> <ul style="list-style-type: none"> ▶ Leases; ▶ Financial instruments; ▶ Insurance contracts; and ▶ for local authorities; Council Tax and NDR income. <p>The key requirements of the standard cover the identification of performance obligations under customer contracts and the linking of income to the meeting of those performance obligations.</p> <p>There are transitional arrangements within the standard; however as the 2018/19 Accounting Code of Practice for Local Authorities has yet to be issued it is unclear what the impact on local authority accounting will be.</p>	<p>As with IFRS 9, some initial thoughts on the approach to adopting IFRS 15 have been issued by CIPFA. However, until the Code is issued there remains some uncertainty. However, what is clear is that for all material income sources from customers the Council will have to:</p> <ul style="list-style-type: none"> ▶ Disaggregate revenue into appropriate categories ▶ Identify relevant performance obligations and allocate income to each ▶ Summarise significant judgements



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Name	Summary of key measures 	Impact on Cambridge City Council 
<i>IFRS 16 Leases</i>	<p>IFRS 16 will be applicable for local authority accounts from the 2019/20 financial year.</p> <p>Whilst the definition of a lease remains similar to the current leasing standard; IAS 17, for local authorities who lease in a large number of assets the new standard will have a significant impact, with nearly all current leases being included on the balance sheet.</p> <p>There are transitional arrangements within the standard, although as the 2019/20 Accounting Code of Practice for Local Authorities has yet to be issued it is unclear what the impact on local authority accounting will be or whether any statutory overrides will be introduced.</p>	<p>Until the 2019/20 Accounting Code is issued and any statutory overrides are confirmed there remains some uncertainty in this area.</p> <p>However, what is clear is that the Council will need to undertake a detailed exercise to classify all of its leases and therefore must ensure that all lease arrangements are fully documented.</p>
<p><i>Earlier deadline for production and audit of the financial statements from 2017/18</i></p> <p>Page 211</p>	<p>The Accounts and Audit Regulations 2015 introduced a significant change in statutory deadlines from the 2017/18 financial year. From that year the timetable for the preparation and approval of accounts will be brought forward with draft accounts needing to be prepared by 31 May and the publication of the audited accounts by 31 July.</p>	<p>Through working together, and reflecting on this year, there are a number of areas where the closedown and audit processes can be further improved going forward. We do not expect the formal earlier deadline to pose a significant issue for the Council. However, the Council are undergoing a finance system change which is due to go live in December 2017. It will be important for the Council to ensure that this does not impact on their ability to prepare the audited financial statements and related working papers.</p> <p>We undertook some early interim testing in March 2017 in relation to income and expenditure testing. However, we will meet with management to discuss others areas that we can complete work on earlier in the process and agree an earlier timetable for delivery.</p>



Appendix D

Request for a Management representation letter

[To be prepared on the entity's letterhead]

Ernst & Young LLP
One Cambridge Business Park
Cambridge
CB4 0WZ

Letter of Representation - Cambridge City Council - Audit of Financial Statements 2016/17

This letter of representations is provided in connection with your audit of the consolidated and council financial statements of Cambridge City Council ("the Group and Council") for the year ended 31 March 2017. We recognise that obtaining representations from us concerning the information contained in this letter is a significant procedure in enabling you to form an opinion as to whether the consolidated and council financial statements give a true and fair view of the Group and Council financial position of Cambridge City Council as of 31 March 2017 and of its financial performance (or operations) and its cash flows for the year then ended in accordance with, for the Group and Council CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.

We understand that the purpose of your audit of our consolidated and council financial statements is to express an opinion thereon and that your audit was conducted in accordance with International Standards on Auditing, which involves an examination of the accounting system, internal control and related data to the extent you considered necessary in the circumstances, and is not designed to identify - nor necessarily be expected to disclose - all fraud, shortages, errors and other irregularities, should any exist.

Accordingly, we make the following representations, which are true to the best of our knowledge and belief, having made such inquiries as we considered necessary for the purpose of appropriately informing ourselves:

A. Financial Statements and Financial Records

1. We have fulfilled our responsibilities, under the relevant statutory authorities, for the preparation of the financial statements in accordance with, for the Group and Council the Accounts and Audit Regulations 2015 and CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.
2. We acknowledge, as members of management of the Group and Council, our responsibility for the fair presentation of the consolidated and council financial statements. We believe the consolidated and council financial statements referred to above give a true and fair view of the financial position, financial performance (or results of operations) and cash flows of the Group and Council in accordance with the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17 and are free of material misstatements, including omissions. We have approved the consolidated and council financial statements.
3. The significant accounting policies adopted in the preparation of the Group and Council financial statements are appropriately described in the Group and Council financial statements.
4. As members of management of the Group and Council, we believe that the Group and Council have a system of internal controls adequate to enable the preparation of accurate financial statements in accordance with the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17 for the



Appendix D

Group and the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17 for the Council that are free from material misstatement, whether due to fraud or error.

5. There are no unadjusted audit differences identified during the current audit and pertaining to the latest period presented.

B. Fraud

1. We acknowledge that we are responsible for the design, implementation and maintenance of internal controls to prevent and detect fraud.
2. We have disclosed to you the results of our assessment of the risk that the consolidated and council financial statements may be materially misstated as a result of fraud.
3. We have no knowledge of any fraud or suspected fraud involving management or other employees who have a significant role in the Group or Council's internal controls over financial reporting. In addition, we have no knowledge of any fraud or suspected fraud involving other employees in which the fraud could have a material effect on the consolidated or council financial statements. We have no knowledge of any allegations of financial improprieties, including fraud or suspected fraud, (regardless of the source or form and including without limitation, any allegations by "whistleblowers") which could result in a misstatement of the consolidated or council financial statements or otherwise affect the financial reporting of the Group or Council.

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C. Compliance with Laws and Regulations

We have disclosed to you all identified or suspected non-compliance with laws and regulations whose effects should be considered when preparing the consolidated and council financial statements.

D. Information Provided and Completeness of Information and Transactions

1. We have provided you with:
 - Access to all information of which we are aware that is relevant to the preparation of the financial statements such as records, documentation and other matters;
 - Additional information that you have requested from us for the purpose of the audit; and
 - Unrestricted access to persons within the entity from whom you determined it necessary to obtain audit evidence.
2. All material transactions have been recorded in the accounting records and are reflected in the consolidated and council financial statements.
3. We have made available to you all minutes of the meetings of the Council, and relevant committees (or summaries of actions of recent meetings for which minutes have not yet been prepared) held through the year to the most recent meeting on the following date: 13 September 2017.
4. We confirm the completeness of information provided regarding the identification of related parties. We have disclosed to you the identity of the Group and Council's related parties and all related party relationships and transactions of which we are aware, including sales, purchases, loans, transfers of assets, liabilities and services, leasing arrangements, guarantees, non-monetary transactions and transactions for no consideration for the year ended, as well as related balances due to or from such parties at the year end. These transactions have been appropriately accounted for and disclosed in the consolidated and council financial statements.



Appendix D

5. We believe that the significant assumptions we used in making accounting estimates, including those measured at fair value, are reasonable.
6. We have disclosed to you, and the Group and Council has complied with, all aspects of contractual agreements that could have a material effect on the consolidated and council financial statements in the event of non-compliance, including all covenants, conditions or other requirements of all outstanding debt.

E. Liabilities and Contingencies

1. All liabilities and contingencies, including those associated with guarantees, whether written or oral, have been disclosed to you and are appropriately reflected in the consolidated and council financial statements.
2. We have informed you of all outstanding and possible litigation and claims, whether or not they have been discussed with legal counsel.
3. We have recorded and/or disclosed, as appropriate, all liabilities related litigation and claims, both actual and contingent, and have disclosed in the consolidated and council financial statements all guarantees that we have given to third parties.

F. Subsequent Events

1. Other than described in Note 44 to the consolidated and council financial statements, there have been no events subsequent to year end which require adjustment of or disclosure in the consolidated and council financial statements or notes thereto.

G. Group audits

1. There are no significant restrictions on our ability to distribute the retained profits of the Group because of statutory, contractual, exchange control or other restrictions other than those indicated in the Group financial statements.
2. Necessary adjustments have been made to eliminate all material intra-group unrealised profits on transactions amongst council, subsidiary undertakings and associated undertakings.
3. We confirm that entities excluded from the consolidated financial statements are immaterial on a quantitative and qualitative basis.

H. Expenditure Funding Analysis

1. We have reviewed the new requirements (as set out in the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17), in relation to the preparation of the Expenditure Funding Analysis to replace the previous segmental reporting analysis, and confirm that all required amendments to the Comprehensive Income and Expenditure Statement and Movement in Reserves Statement, as well as the requirements to prepare the Expenditure Funding Analysis and related notes has been correctly reflected in the financial statements, including retrospectively reflecting this in the financial statements.
2. We confirm that the financial statements reflect the operating segments reported internally to the Council.



Appendix D

I. Going Concern

1. We have made you aware of any issues that are relevant to the Group and Council's ability to continue as a going concern, including significant conditions and events, our plans for future action, and the feasibility of those plans

J. Ownership of Assets

1. Except for assets capitalised under finance leases, the Group and Council has satisfactory title to all assets appearing in the balance sheet(s), and there are no liens or encumbrances on the Group and Council's assets, nor has any asset been pledged as collateral. All assets to which the Group and Council has satisfactory title appear in the balance sheet(s).

K. Reserves

1. We have properly recorded or disclosed in the consolidated and council financial statements the useable and unusable reserves.

L. Valuation of Property, Plant and Equipment Assets and Investment Properties

Page 215
We believe that the measurement processes, including related assumptions and models, used to determine the accounting estimate(s) have been consistently applied and are appropriate in the context of the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.

215
We confirm that the significant assumptions used in making the valuation of assets appropriately reflect our intent and ability to carry out specific courses of action on behalf of the entity.

3. We confirm that the disclosures made in the consolidated and council financial statements with respect to the accounting estimate(s) are complete and made in accordance with the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.
4. We confirm that no adjustments are required to the accounting estimate(s) and disclosures in the consolidated and council financial statements due to subsequent events.
5. We confirm that we have performed a desktop review of all assets not subject to revaluation as part of the 5 year rolling programme for valuations, or for those investment properties not revalued at 31 March 2017, and that each asset category is not materially misstated.
6. We confirm that for assets carried at historic cost that no impairment is required

M. Retirement benefits

1. On the basis of the process established by us and having made appropriate enquiries, we are satisfied that the actuarial assumptions underlying the scheme liabilities are consistent with our knowledge of the business. All significant retirement benefits and all settlements and curtailments have been identified and properly accounted for.



Appendix D

N. Use of the Work of a Specialist - Pension Liabilities

1. We agree with the findings of the specialists that we engaged to evaluate the Valuation of Pension Liabilities and have adequately considered the qualifications of the specialists in determining the amounts and disclosures included in the consolidated and council financial statements and the underlying accounting records. We did not give or cause any instructions to be given to the specialists with respect to the values or amounts derived in an attempt to bias their work, and we are not otherwise aware of any matters that have had an effect on the independence or objectivity of the specialists.

O. Valuation of Pension Liabilities

1. We believe that the measurement processes, including related assumptions and models, used to determine the accounting estimate(s) have been consistently applied and are appropriate in the context of the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.
2. We confirm that the significant assumptions used in making the valuation of the pension liability appropriately reflect our intent and ability to carry out specific courses of action on behalf of the entity.

Page 216 We confirm that the disclosures made in the consolidated and council financial statements with respect to the accounting estimate(s) are complete and made in accordance with the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.

We confirm that no adjustments are required to the accounting estimates and disclosures in the consolidated and council financial statements due to subsequent events.

P. Use of the Work of a Specialist

1. We agree with the findings of the specialists that we engaged to evaluate the business rate appeals provision and the fair value of financial liabilities disclosure and have adequately considered the qualifications of the specialists in determining the amounts and disclosures included in the consolidated and council financial statements and the underlying accounting records. We did not give or cause any instructions to be given to the specialists with respect to the values or amounts derived in an attempt to bias their work, and we are not otherwise aware of any matters that have had an effect on the independence or objectivity of the specialists.

Q. Other information

1. We acknowledge our responsibility for the preparation of the other information. The other information comprises the Narrative Report included in the Cambridge City Council Statement of Accounts for the year ending 31 March 2017.
2. We confirm that the content contained within the other information is consistent with the financial statements.

Yours faithfully,

(Head of Finance (Section 151 Officer))

(Chair of the Civic Affairs Committee)

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ED None

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ey.com

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Ernst & Young LLP
One Cambridge Business Park
Cambridge
CB4 0WZ

13 September 2017

Dear Sirs

Letter of Representation - Cambridge City Council - Audit of Financial Statements 2016/17

This letter of representations is provided in connection with your audit of the consolidated and council financial statements of Cambridge City Council (“the Group and Council”) for the year ended 31 March 2017. We recognise that obtaining representations from us concerning the information contained in this letter is a significant procedure in enabling you to form an opinion as to whether the consolidated and council financial statements give a true and fair view of the Group and Council financial position of Cambridge City Council as of 31 March 2017 and of its financial performance (or operations) and its cash flows for the year then ended in accordance with, for the Group and Council CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.

We understand that the purpose of your audit of our consolidated and council financial statements is to express an opinion thereon and that your audit was conducted in accordance with International Standards on Auditing, which involves an examination of the accounting system, internal control and related data to the extent you considered necessary in the circumstances, and is not designed to identify - nor necessarily be expected to disclose - all fraud, shortages, errors and other irregularities, should any exist.

Accordingly, we make the following representations, which are true to the best of our knowledge and belief, having made such inquiries as we considered necessary for the purpose of appropriately informing ourselves:

A. Financial Statements and Financial Records

1. We have fulfilled our responsibilities, under the relevant statutory authorities, for the preparation of the financial statements in accordance with, for the Group and Council the Accounts and Audit Regulations 2015 and CIPFA LASAAC

Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.

2. We acknowledge, as members of management of the Group and Council, our responsibility for the fair presentation of the consolidated and council financial statements. We believe the consolidated and council financial statements referred to above give a true and fair view of the financial position, financial performance (or results of operations) and cash flows of the Group and Council in accordance with the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17 and are free of material misstatements, including omissions. We have approved the consolidated and council financial statements.
3. The significant accounting policies adopted in the preparation of the Group and Council financial statements are appropriately described in the Group and Council financial statements.
4. As members of management of the Group and Council, we believe that the Group and Council have a system of internal controls adequate to enable the preparation of accurate financial statements in accordance with the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17 for the Group and the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17 for the Council that are free from material misstatement, whether due to fraud or error.
5. There are no unadjusted audit differences identified during the current audit and pertaining to the latest period presented.

B. Fraud

1. We acknowledge that we are responsible for the design, implementation and maintenance of internal controls to prevent and detect fraud.
2. We have disclosed to you the results of our assessment of the risk that the consolidated and council financial statements may be materially misstated as a result of fraud.
3. We have no knowledge of any fraud or suspected fraud involving management or other employees who have a significant role in the Group or Council's internal controls over financial reporting. In addition, we have no knowledge of any fraud or suspected fraud involving other employees in which the fraud could have a material effect on the consolidated or council financial statements. We have no knowledge of any allegations of financial improprieties, including fraud or suspected fraud, (regardless of the source or form and including without limitation, any allegations by "whistleblowers") which could result in a misstatement of the consolidated or council financial statements or otherwise affect the financial reporting of the Group or Council.

C. Compliance with Laws and Regulations

1. We have disclosed to you all identified or suspected non-compliance with laws and regulations whose effects should be considered when preparing the consolidated and council financial statements.

D. Information Provided and Completeness of Information and Transactions

1. We have provided you with:
 - Access to all information of which we are aware that is relevant to the preparation of the financial statements such as records, documentation and other matters;
 - Additional information that you have requested from us for the purpose of the audit; and
 - Unrestricted access to persons within the entity from whom you determined it necessary to obtain audit evidence.
2. All material transactions have been recorded in the accounting records and are reflected in the consolidated and council financial statements.
3. We have made available to you all minutes of the meetings of the Council, and relevant committees (or summaries of actions of recent meetings for which minutes have not yet been prepared) held through the year to the most recent meeting on the following date: 13 September 2017.
4. We confirm the completeness of information provided regarding the identification of related parties. We have disclosed to you the identity of the Group and Council's related parties and all related party relationships and transactions of which we are aware, including sales, purchases, loans, transfers of assets, liabilities and services, leasing arrangements, guarantees, non-monetary transactions and transactions for no consideration for the year ended, as well as related balances due to or from such parties at the year end. These transactions have been appropriately accounted for and disclosed in the consolidated and council financial statements.
5. We believe that the significant assumptions we used in making accounting estimates, including those measured at fair value, are reasonable.
6. We have disclosed to you, and the Group and Council has complied with, all aspects of contractual agreements that could have a material effect on the consolidated and council financial statements in the event of non-compliance, including all covenants, conditions or other requirements of all outstanding debt.

E. Liabilities and Contingencies

1. All liabilities and contingencies, including those associated with guarantees, whether written or oral, have been disclosed to you and are appropriately reflected in the consolidated and council financial statements.
2. We have informed you of all outstanding and possible litigation and claims, whether or not they have been discussed with legal counsel.
3. We have recorded and/or disclosed, as appropriate, all liabilities related litigation and claims, both actual and contingent, and have disclosed in the consolidated and council financial statements all guarantees that we have given to third parties.

F. Subsequent Events

1. Other than described in Note 44 to the consolidated and council financial statements, there have been no events subsequent to year end which require adjustment of or disclosure in the consolidated and council financial statements or notes thereto.

G. Group audits

1. There are no significant restrictions on our ability to distribute the retained profits of the Group because of statutory, contractual, exchange control or other restrictions other than those indicated in the Group financial statements.
2. Necessary adjustments have been made to eliminate all material intra-group unrealised profits on transactions amongst council, subsidiary undertakings and associated undertakings.
3. We confirm that entities excluded from the consolidated financial statements are immaterial on a quantitative and qualitative basis.

H. Expenditure Funding Analysis

1. We have reviewed the new requirements (as set out in the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17), in relation to the preparation of the Expenditure Funding Analysis to replace the previous segmental reporting analysis, and confirm that all required amendments to the Comprehensive Income and Expenditure Statement and Movement in Reserves Statement, as well as the requirements to prepare the Expenditure Funding Analysis and related notes has been correctly reflected in the financial statements, including retrospectively reflecting this in the financial statements.
2. We confirm that the financial statements reflect the operating segments reported internally to the Council.

I. Going Concern

1. We have made you aware of any issues that are relevant to the Group and Council's ability to continue as a going concern, including significant conditions and events, our plans for future action, and the feasibility of those plans

J. Ownership of Assets

1. Except for assets capitalised under finance leases, the Group and Council has satisfactory title to all assets appearing in the balance sheet(s), and there are no liens or encumbrances on the Group and Council's assets, nor has any asset been pledged as collateral. All assets to which the Group and Council has satisfactory title appear in the balance sheet(s).

K. Reserves

1. We have properly recorded or disclosed in the consolidated and council financial statements the useable and unusable reserves.

L. Valuation of Property, Plant and Equipment Assets and Investment Properties

1. We believe that the measurement processes, including related assumptions and models, used to determine the accounting estimate(s) have been consistently applied and are appropriate in the context of the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.
2. We confirm that the significant assumptions used in making the valuation of assets appropriately reflect our intent and ability to carry out specific courses of action on behalf of the entity.
3. We confirm that the disclosures made in the consolidated and council financial statements with respect to the accounting estimate(s) are complete and made in accordance with the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.
4. We confirm that no adjustments are required to the accounting estimate(s) and disclosures in the consolidated and council financial statements due to subsequent events.
5. We confirm that we have performed a desktop review of all assets not subject to revaluation as part of the 5 year rolling programme for valuations, or for those investment properties not revalued at 31 March 2017, and that each asset category is not materially misstated.
6. We confirm that for assets carried at historic cost that no impairment is required.

M. Retirement benefits

1. On the basis of the process established by us and having made appropriate enquiries, we are satisfied that the actuarial assumptions underlying the scheme liabilities are consistent with our knowledge of the business. All significant retirement benefits and all settlements and curtailments have been identified and properly accounted for.

N. Use of the Work of a Specialist – Pension Liabilities

1. We agree with the findings of the specialists that we engaged to evaluate the Valuation of Pension Liabilities and have adequately considered the qualifications of the specialists in determining the amounts and disclosures included in the consolidated and council financial statements and the underlying accounting records. We did not give or cause any instructions to be given to the specialists with respect to the values or amounts derived in an attempt to bias their work, and we are not otherwise aware of any matters that have had an effect on the independence or objectivity of the specialists.

O. Valuation of Pension Liabilities

1. We believe that the measurement processes, including related assumptions and models, used to determine the accounting estimate(s) have been consistently applied and are appropriate in the context of the CIPFA LASAAC Code of Practice on Local Authority Accounting in the United Kingdom 2016/17.
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otherwise aware of any matters that have had an effect on the independence or objectivity of the specialists.

Q. Other information

1. We acknowledge our responsibility for the preparation of the other information. The other information comprises the Narrative Report included in the Cambridge City Council Statement of Accounts for the year ending 31 March 2017.
2. We confirm that the content contained within the other information is consistent with the financial statements.

Yours faithfully

Signed :

Signed :

Caroline Ryba

Councillor R McPherson

Head of Finance

Chair of Civic Affairs Committee

CAMBRIDGE CITY COUNCIL

REPORT OF: Head of Corporate Strategy

TO: Civic Affairs Committee

13/9/2017

WARDS: All

FREEDOM OF INFORMATION, DATA PROTECTION AND TRANSPARENCY: ANNUAL REPORT 2016/17

1 INTRODUCTION

- 1.1 This report provides Civic Affairs Committee with an annual report on performance and activity during 2016/17 on transparency issues, including: data protection; requests for information under Freedom of Information (FOI) and Environmental Information Regulations (EIR); and open data.

2. RECOMMENDATIONS

- 2.1 Note the Council's performance on transparency issues during 2016/17

3. DATA PROTECTION

Background

- 3.1 The Council collects and holds a wide range of personal information about our tenants, residents and the users of our services. This information helps us to provide services and assist our customers.
- 3.2 The Data Protection Act (DPA) 1998 provides a framework to ensure that personal information is handled appropriately, fairly and securely. The Council must process personal data in accordance with the Data Protection Principles, including:
- Information must be processed fairly and lawfully. This means that the individual providing personal information to Council services must clearly understand why their data is needed, who it will be shared

with, giving them a clear indication of how their personal data will be used.

- Collecting personal information only for the purposes specified, and ensuring that the information collected is relevant and not excessive in relation to those purposes
- Using personal information held by the Council only for the purposes specified by the authority to the Information Commissioner Office (ICO)
- Ensuring that personal information collected is accurate, kept up to date, and is not kept for longer than is necessary
- Ensuring that personal data is kept securely. The Council is required to take appropriate technical and other measures to prevent unauthorised or unlawful access to personal information, or accidental loss, destruction or damage of personal information.
- Ensuring that personal information about individuals is not shared with other people or organisations, except in the circumstances described by the act. These exceptions to the Act include when information could assist in the prevention and detection of a crime, the apprehension or prosecution of offenders and matters of taxation.
- Providing individuals with access to information held by the Council about them, through responding to Subject Access Requests.

3.3 If the Council is in breach of the data protection principles, it can have a significant impact on the individual(s) affected. In particular, the loss or unauthorised sharing of personal information can have serious impacts, ranging from harassment to identity theft. In such circumstances, public bodies such as the City Council can be liable for significant fines.

3.4 The Information Commissioners Office (ICO) receives reports of breaches of the Data Protection Act and makes decisions in each case. During 2016/17 the ICO recorded 76 data security incidents from local authorities. The ICO has the power to impose fines of up to £500,000 for breaches of data protection obligations, as well as issuing enforcement notices and requiring organisations to sign undertakings to improve their practices.

3.5 The Information governance function transferred from the City Council's Corporate Strategy Service to the 3c ICT service in November 2016, and is now delivered in a shared service with Huntingdonshire District Council and South Cambridgeshire District Council. Combining the 3 councils is intended to result in greater resilience and enhance the ability of each council to use information as an asset and improve compliance. The Service is split into 3

areas, Access to information, Information Management and Data Protection and information security.

Cambridge City Council Performance 2016/17

3.6 The council records incidences of data breaches or incidents. In 2016/17 16 incidents were reported by staff or the public. The incidents related to the following issues. Not all incidents were related to the release of personal information; three of these incidents were related to the disclosure of commercially sensitive information.

Type of incident	Count
Cyber security Misconfiguration e.g. inadvertent publishing of data on website; default passwords	4
Data posted to incorrect recipient <ul style="list-style-type: none"> There have been 3 instances where letters containing personal information have been sent to the wrong recipient, mainly due to more than one letter being included in an envelope, or as a result of an error in logging an address change. 	3
Email <ul style="list-style-type: none"> Data sent by email to incorrect recipient as a result of the 'autofill' function selecting the incorrect email address; Information sent via email which should not have been disclosed. Emails sent to printers in other offices. 	4*
Failure to redact data <ul style="list-style-type: none"> Issues with ineffective or incorrect redaction of documents, including documents published on the Council's website and documents sent out in response to an FOI request. 	3**
Disposal <ul style="list-style-type: none"> Insecure disposal of paperwork. 	1
Verbal disclosure <ul style="list-style-type: none"> Sharing personal data regarding members of staff with other colleagues in error 	1

* - One incident did not include personal information

** - 2 incidents did not include personal information

- 3.7 In all instances, immediate steps were taken by officers to mitigate the incident, such as recovering letters from the recipients or removing documents from the Council's website. Management actions have also been taken to reduce the risk of similar incidents taking place in future, including improving business processes, further training and ensuring staff have access to the correct software.

No incidents were reported to the ICO in 2016/17: The Information Commissioner's guidance on notification of data breaches states that "serious breaches" should be brought to the Information Commissioners Office (ICO) The Council consider the following factors as laid out in the (ICO) guidance when considering what should be reported.

Potential detriment to the data subject is the overriding consideration. This includes emotional distress, and includes information about the private aspects of a person's life becoming known to others. The extent of detriment depends on the volume of the data and its sensitivity. There is a presumption to report where there is "significant actual or potential detriment" because of the volume, or sensitivity, or a combination. (It will be appropriate to report lower volumes where the risk is particularly high). Where there is "little risk" that individuals would suffer significant detriment there is no need to report. None of the incidents mentioned above for Cambridge City Council in 2016/17 met these criteria.

- 3.8 In 2015/16 the Council clarified the process for reporting data protection incidents internally. Whilst the number of incidents have remained at the same level to last year, the reporting of incidents, as well as requests for advice or clarification is important to enable the Council to better understand and improve working practices. Increased awareness of data protection amongst staff has resulted in more enquiries especially around information sharing and safe disposal of information. This is a positive outcome for the council, as staff are more aware of data protection and vigilant to areas of risk.
- 3.9 Since January 2013, a senior officer Information Security Group (ISG) has been established and has been meeting regularly to review issues and drive improvements in the Council's approach to information security matters. *Members of ISG also carry out an annual assessment of the Council's compliance with the DPA using the self-assessment checklist for local authorities provided by the ICO. In response to these assessments, ISG has identified and implemented a number of actions in recent years in order to address*

outstanding data protection risks and reduce the likelihood of serious breaches of the DPA.

- 3.10 The Information Security Group membership has been expanded in 2016/17 to include the Head of Service or senior managers representing City Council services that handle a high volume of personal data, including Revenues and Benefits, Housing, Customer Services, Community Services and Human Resources.
- 3.11 A data incident screening tool was developed, by the City Council, based on the Health and Social Care Incident Checklist toolkit. The tool provides criteria for assessing the severity of an incident and whether data protection incidents should be referred to the ICO. The tool is designed to reduce key person dependency, and improve consistency of assessing incidents.
- 3.12 The shared service has procured a policy system to address the requirement of IT security policy compliance across all three organisations under the 3c banner.
- 3.13 Staff training and awareness of data protection continues to be key to data protection compliance in the City Council. All new staff are required to complete a *Data Protection Awareness in the UK* e-learning module, ideally on their first day of employment within the organisation. This may not be feasible in all situations (i.e. where a colleague is still waiting for their email account to be created) and therefore in these circumstances we allow 10 days for this to be completed. Temporary staff are also required to complete the Data Protection e-learning module as part of their first day induction.
- 3.14 A session on information security is included at corporate induction, which should be attended by all staff joining the Council. A total of 72 new members of staff attended corporate induction in 2016/17.
- 3.15 In addition to new staff, all existing staff with access to Council IT accounts are required to complete the *Data Protection Awareness in the UK* e-learning module. During 2016/17 352 staff completed the data protection training, building on the numbers who had completed it in previous years.
- 3.16 Data protection awareness workshops were made available for all staff through the Corporate Learning and Development programme. In total 147 staff completed this phase of data protection training.

- 3.17 The Information Governance team have procured a new information security training module which is more engaging for the user and covers awareness in cyber security in addition to how to protect information in general. This will be rolled out in Q4 2017.

Looking Forward

- 3.18 In May 2018, the Data Protection Act (DPA) will be replaced by the General Data Protection Regulation (GDPR). The regulation marks a significant update to data protection legislation, enhancing the rights of data subjects and placing greater responsibility for accountability on data controllers such as the Council. An action plan is in place, and preparing the Council for the new regulations is now the focus of the Information Governance service at 3C ICT over the remainder of 2017/18.

4.0 ACCESS TO INFORMATION

- 4.1 The Freedom of Information Act 2000 (FOI) and the Environmental Information Regulations 2004 (EIR) give rights of access to information held by public authorities. Both require the authority to proactively disclose certain information, and to release other information in response to requests, subject to certain exemptions.
- 4.2 EIR gives access to information about the environment, and requests for information held by a number of Council services, including planning services, environmental services and the shared waste service, fall under this legislation.

Performance

- 4.3 In 2016/17 the council received a total of 766 requests under FOI and EIR, a slight increase in the number of requests received in the previous two years. As Figure 1 below shows, there has been a significant increase in the number of requests over the past 5 years, from 516 in 2012/13 to 766 in 2016/17. This represents an increase of 48% over this period.

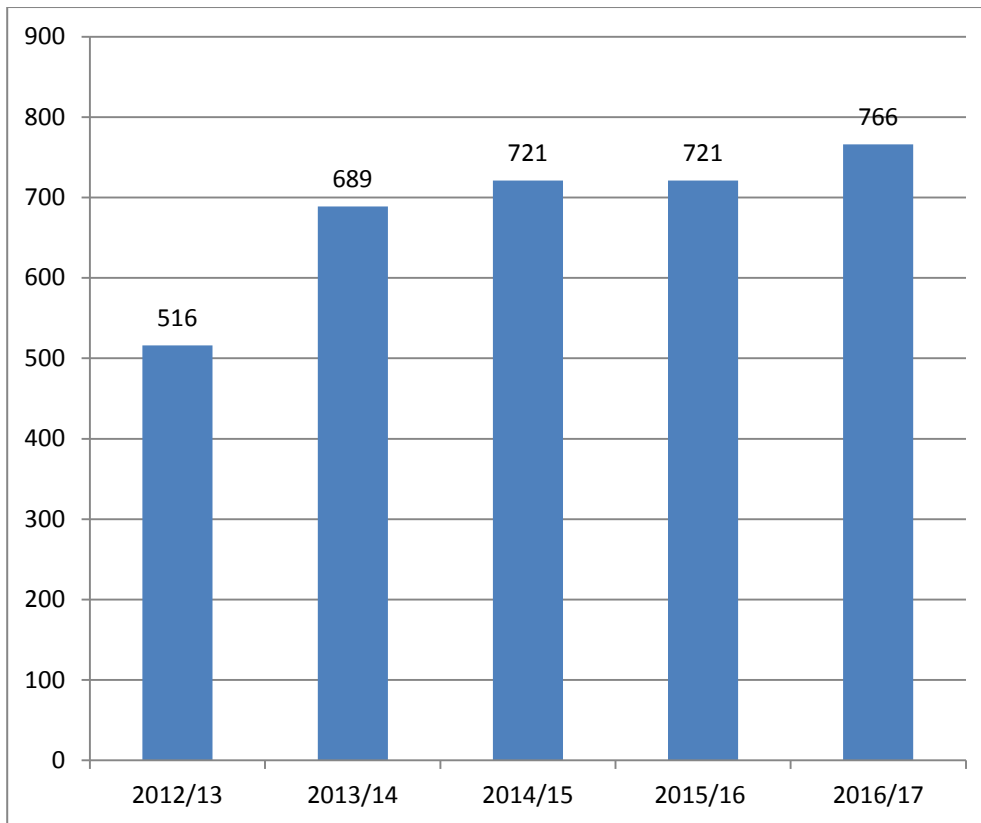


Fig 1 Number of FOI requests received by Cambridge City Council

- 4.4 The authority has a duty to respond to FOI and EIR requests as soon as possible, and no later than 20 working days following receipt. This can be extended to 40 working days when considering the public interest on an exemption (FOI) or if the information requested is 'complex and voluminous' (EIR).
- 4.5 The Council responded to 87% of FOI requests in 2016/17 within 20 working days. This performance was below the Council's corporate performance target, which is to respond to 100% of FOI requests within 20 working days. It is also below the threshold set by the Information Commissioner's Office (ICO), which monitors the compliance of local authorities with FOI legislation. One of the ICO's criteria for monitoring authorities' FOI timeliness is performance falling below 90% of requests responded to within 20 working days. This target was raised from 85% to 90% in March 2017¹.
- 4.6 As Figure 2 below shows, the Council's performance on FOI requests within 20 working days has been above the ICO threshold in 3 out of the last 5 years. Performance in 2014/15 (84%) dropped below the ICO threshold largely due to poor performance in Quarter 4, when 77% of requests were responded to on time. Performance in 2016/17

¹ <https://ico.org.uk/media/action-weve-taken/monitoring/2791/how-the-ico-selects-authorities-for-monitoring.pdf>
Version 4 published 3 March 2017

exceeded the ICO's previous target of 85% but falls below the revised target of 90%.

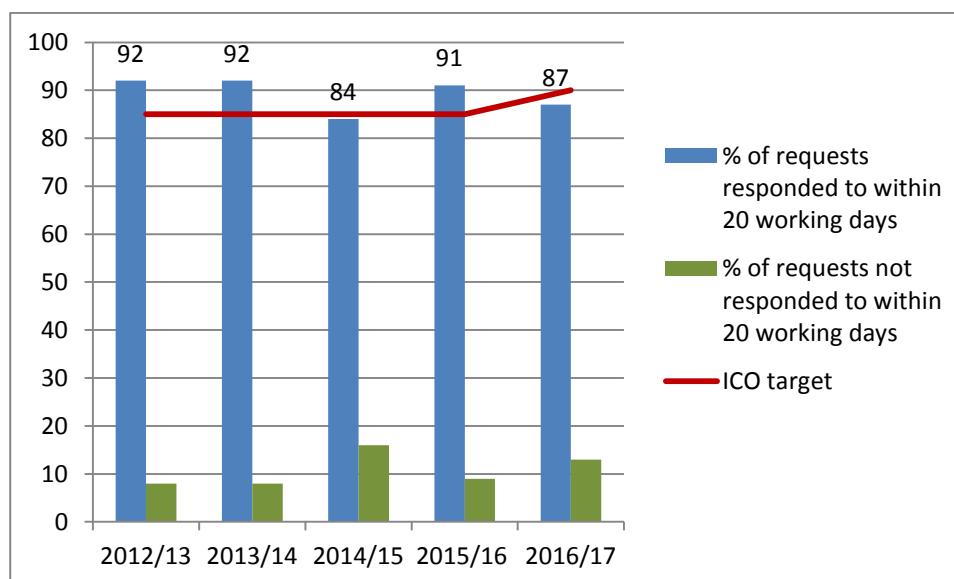


Fig 2 Percentage of FOI responses responded to with 20 working days

4.7 The average number of days taken for the Council to respond to FOI requests is 13 days.

4.8 In some cases services may simply have missed deadlines due to oversight, but there may be a number of other reasons for services taking longer than 20 working days to respond to particular requests. These include:

- complex requests involving a high volume of information to be considered
- information having to be gathered and collated from a number of sources
- taking time to consider relevant exemptions for disclosure of parts or all of the information requested

4.9 It should also be noted that, although the time limit for responding to most requests is 20 working days, there are some circumstances where it is legitimate to respond to a request under FOI and EIR within 40 working days. Under both FOI and EIR legislation, if a request is being clarified with the applicant then these requests should be placed 'on hold' and the time waiting for clarification should not count toward the overall processing time.

4.10 The number of requests received by different Council services varies significantly. As shown by Figure 3 below, requests to three customer facing services account for two-thirds of FOI requests to the council in 2015/16. The top three services were: Planning (29%), Environmental Services (21%) and Revenues and Benefits (16%).

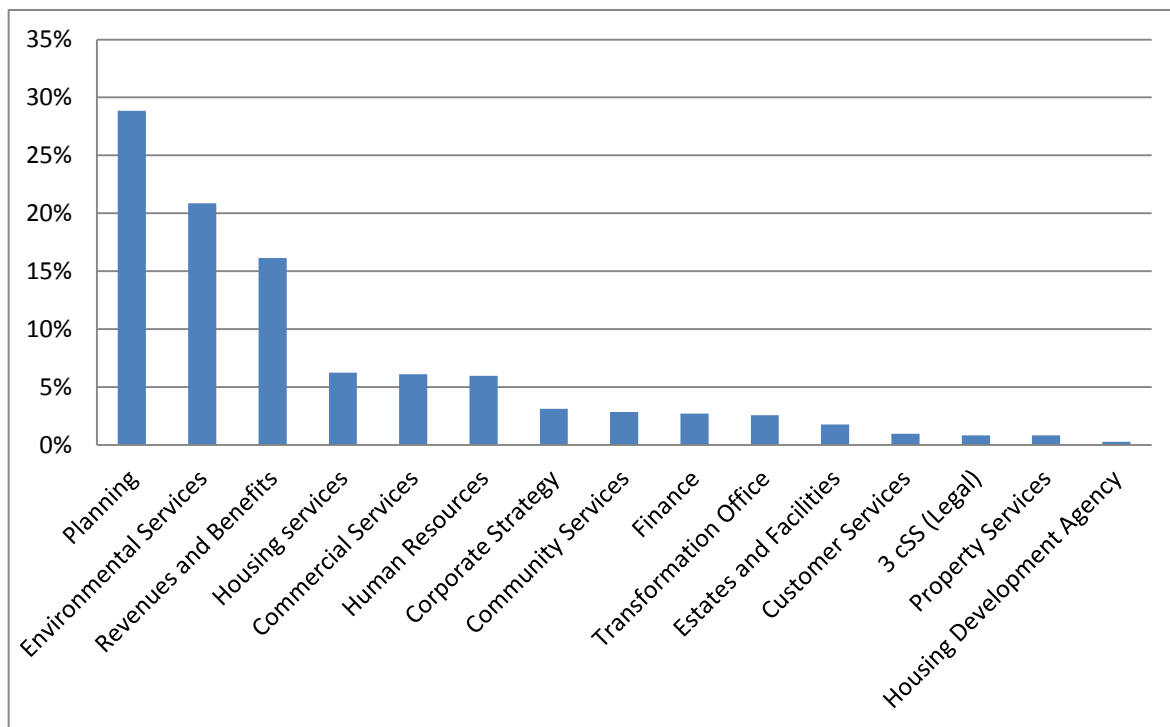


Fig 3 Percentage of requests received by City Council services

4.11 The Council has procured an FOI case management system for use across the 3C Councils. The system has an efficient facility to automate publishing of the request and the response to a disclosure log on the web site. The disclosure log publication can be carried out in bulk by the system provider so the intention was to publish the requests received during the period the system was being prepared in this manner. We later learnt that the provider would have to carry out additional development work in order to capture the response element; this led to an unintentional delay in the publication of the current disclosure log resulting in no publication for a number of months during the implementation period.

Publication to the disclosure log is currently a manual process. The publication of the missing requests has begun and we are bringing in resources to ensure this is completed as a matter of urgency. The system development work will be tested in September.

Looking Forward

4.12 The case management system went live in June 2017. It enables officers to manage their FOI caseload through automatic reminders of deadlines, the ability to centralise information disclosed, and by standardising responses to ensure better compliance. All requests are logged and acknowledged centrally, and performance data is readily accessible to users.

4.13 The case management system allows for central oversight of requests, reducing the administration time for requests and improving the timeliness of responses. Where requests for information involve multiple services these are managed centrally by the IG team therefore improving performance in handling complicated requests. Once this new system is fully bedded in, we anticipate this system facilitating improved performance against the 20 day target. Senior Managers have also emphasised the importance of meeting this target to Heads of Service.

5.0 OPEN DATA AND TRANSPARENCY

5.1 The Council continues to pro-actively publish information and data as part of its work on open data and transparency. There are a number of drivers for this work

- Ensuring that the work of the Council is transparent and increasing access to information about the Council's activities so that members of the public can hold the Council to account – this is one of the City Council's core values
- Meeting the requirements of the Local Government Transparency Code
- Meeting the publication scheme requirements of the Freedom of Information Act.

5.2 The Local Government Transparency Code 2014 requires local authorities to publish specific datasets under a number of categories of information, and update this information on a quarterly or annual basis (see Appendix A for details of all mandatory datasets).

5.3 All mandatory datasets are available now available, the development of a new central procurement/contracts register will enable the Council to meet this transparency requirement.

5.4 The Council also publishes a range of datasets (see Appendix B for a full list) in response to the requirement in the FOI Act to have a publication scheme, including information on:

- What the Council does
- What the Council spends and how it is spent
- Priorities and performance
- Inspection reports
- Decision-making
- Policies and procedures
- Lists and registers
- Services performed by the Council

- 5.5 In addition to the data that the Council is required to publish by the Transparency Code and the FOI Act, we have also identified data and information which is most frequently requested under FOI and EIR and published it voluntarily on the Council's website. The aim of this work is to reduce the amount of time taken to respond to FOI and EIR requests and the staff time taken up by responding to requests.
- 5.6 The council regularly publishes data most frequently requested under Freedom of Information. These relate to the Council's Non-Domestic Rates (Business Rates) and information held by the Bereavement Services regarding assisted funerals. While the Council continues to receive requests for this information, proactive publication has reduced the time taken to respond to these requests significantly, because requesters can be quickly directed to the information on the website, rather than staff having to generate the data in response to each request.
- The Revenues and Benefits service received 110 FOI requests in 2016/17, 42% of these were answered by referring the requester to information available under Open Data.
 - Similarly, 55% of the requests received by Bereavement services were for information available under Open Data.
- 5.7 It would not be practical for the Council to publish all the information requested under FOI on a proactive basis. The Council receives a wide range of requests for information, many of which are not repeated. Where possible the Council continues to identify datasets that can be proactively published to meet public demand for information, and refer requesters to this information as much as possible. This can include information published by third parties.
- 5.8 During 2016/17 the council provided training to 20 staff on open data, data visualisation and infographics. The training was provided by Cambridgeshire County Council's Research Group and was paid for with New Burdens funding from the Department of Communities and Local Government to meet costs associated with implementing the Transparency Code.
- 5.9 The training focused on ensuring the accuracy and reliability of data, preparation for publication and how to present data in an engaging and informative manner.
- 5.10 This funding also provides hosted space for Council data on the Cambridgeshire Insight web portal.

This will increase transparency by: allowing users to access City Council data alongside data from neighbouring authorities; making the data available more widely through the national data.gov.uk portal; and providing additional metadata about the datasets, which will improve the Open Data classification rating of our information.

5.11 Publication of open data in this way will also allow the Council, its partners, residents, researchers, app developers and others to derive new insights into the city, how our customers and residents are behaving and changing, their needs and preferences, in ways which may inform service delivery options going forward, and enable Cambridge to become more of a “smart city”. The Council plans to continue to develop its approach to data publication and analysis in the year ahead.

CONSULTATIONS

Senior managers have been consulted in the production of this report.

CONCLUSIONS

The Council takes transparency issues seriously and is broadly compliant with the legislation. A number of measures have been put in place to increase the Council’s performance in these areas, and to reduce the risk of breaches in compliance with the legislation.

Officers will continue to review practice, learning from 3C ICT partners and others to strive to continually improve performance, serve residents better and reduce the council’s exposure to risk.

IMPLICATIONS

(a) Financial Implications

No decisions with financial implications are proposed in this report.

(b) Staffing Implications

Staff will continue to be supported to understand and meet their obligations regarding transparency issues, including through the roll-out of the new Fol tracking software.

(c) Equality and Poverty Implications

This report does not propose decisions with equalities impacts, so and EqIA has not been produced.

(d) Environmental Implications

No decisions with environmental implications are proposed in this report.

(e) Procurement

n/a

(f) Consultation and communication

As set in the body of the report, the need for vigilance and training on data protection and related matters has been communicated to managers and staff regularly.

(g) Community Safety

n/a

BACKGROUND PAPERS: The following are the background papers that were used in the preparation of this report:

n/a

APPENDICES

Appendix A Local Government Transparency Code Datasets
(Mandatory)

Appendix B Data already available through FOI Publication Scheme

The author and contact officer for queries on the report is Andrew Limb.

Report file:

Date originated: 31 August 2017

Date of last revision: 31 August 2017

Appendix A: Local Government Transparency Code Datasets (Mandatory)

Information Title	Dataset	Frequency
Expenditure over £500	Details of each individual item of expenditure that exceeds £500	Quarterly
Government procurement card transactions	Details of every transaction on a Government Procurement card	Quarterly
Procurement information	Invitation to tender for contracts with a value over £5,000	Quarterly
	Details of any contract, commissioned activity, purchase order, framework agreement or other legally enforceable agreement with a value over £5,000	Quarterly
Local Authority Land	Publish details of all land and building assets	Annual
Grants to voluntary, community and social enterprise organisations	Grants to voluntary, community and social enterprise organisations, either through tagging transactions in the expenditure over £500 dataset or publishing as a separate list or register	Annual
Organisation chart	Organisation chart covering staff in top 3 levels of the organisation	Annual
Trade Union facility time	Number of union representatives, number or representatives devoting at least 50% of their time to union activities, trade unions represented in the local authority, estimate of spending on the unions as a percentage of total pay bill	Annual
Parking revenues	Revenue collected from on and off street parking, parking enforcement notices	Annual
Controlled parking spaces	Number of marked out controlled on and off street parking spaces	Annual
Senior salaries	Number of employees whose remuneration was at least £50,000, details of remuneration and job title of senior employees whose salary is at least £50,000, list of functions these staff are responsible for, budget held	Annual
Constitution	Constitution	Annual
Pay multiple	Pay multiple defined as ratio between highest paid salary and median salary of the workforce.	Annual
Fraud	The Councils Counter Fraud work	Annual

Information Title	Dataset	Frequency
Social Housing Asset Value	Value of social housing stock that is held in the housing revenue account.	Annual

Appendix B – Data already available through FOI Publication Scheme

What we do

- Constitution
- Council and democratic structure
- Location and opening times of our offices
- Councillors information and contact details
- Election results
- Relationships and partnerships with other authorities

What we spend and how we spend it

- Financial statements, budgets and variance reports
- Capital programme members allowance scheme
- Staff allowances, expenses pay and grading
- Election expenses
- Procurement
- District Auditors report
- Financial statements for projects and events
- Internal financial regulations
- Funding for our partnership arrangements

What our priorities are and how we are doing

- Annual reports
- Strategies and business plans for services provided by the council
- Internal organisational performance reviews
- Strategies developed in partnership with other authorities
- Economic development action plan
- Forward Plan

Inspection reports

- Statistical information provided by the Council
- Impact assessments service standards

How we make decisions

- Timetable of committee and council meetings
- Agendas, minutes and reports
- Copies of agendas and decision notes
- Major policy proposals and decisions
- Copies of agendas and decision notices

- Public consultations and their outcomes
- Guidance and good practice notes for officers and councillors

Our policies and procedures

- Policies and procedures for conducting council business
- Codes of governance, our constitution and the regulations that inform how we make policies.
- Policies and plans for delivering our services
- Recruitment and employment policies and procedures
- Customer service standards
- Housing and tenancy services, complaints procedure
- Personal data policies
- Data protection policies and our privacy statement
- Charging regimes and policies

Lists and registers

- Public registers
- Details of the registers we hold as public records and how to access them.
- Asset registers
- Information on the assets we hold and how we manage them.
- Freedom of Information disclosure log
- Register of councillors' financial and other interests
- You will need to select the Councillor you are interested in

Services provided by the Council

- A-Z of the services we provide
- Information for visitors to the area
- Services for local businesses
- Economic data, information and advice, planning guidance
- Leisure information
- What is on in and around Cambridge
- Newsletters
- Newsletters produced for city residents and tenants
- Advice and guidance
- Details of the advice and guidance we give to city residents
- Media releases

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Item

ANNUAL COMPLAINTS AND FEEDBACK REPORT 2016-17

To:

Civic Affairs Committee

Report by:

Customer Services

Wards affected:

None directly affected

1. Introduction

- 1.1 This report provides an analysis of the complaints and compliments received by the Council during 2016-17 under the Corporate Complaints, Compliments and Comments procedure.
- 1.2 The purpose of the report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place over the past year as a result of the complaints received and make further recommendations based on trend data to improve services.
- 1.3 The report also highlights those areas of good practice within the Council and seeks to identify themes and trends in relation to comments made by members of the public so that the Council can also take action where appropriate to improve services

2. Recommendations

2.1 Civic Affairs to:

Consider the draft Annual Complaints Report for 2016-17, shown at Appendix A, and approve for publication on the Council's website.

3. Background

Page: 2

3.1 The City Council has been recording information about complaints for the last thirteen years and trend data is included in the report from 2011. In 2016-17 we received 567 complaints compared with 559 in the previous year.

3.2 The report in Appendix A includes:

- A summary of complaints received, their trends and action taken
- Details of compliments and comments
- Complaints investigated by the Independent Complaints Investigator
- Complaints escalated to the Local Government Ombudsman
- Complaints relating to conduct of councillors

3.3 As well as complaints we also receive many positive comments about the Council's services and staff. A section on compliments is included in the report because knowing where things are working well and are appreciated is as important as knowing where things are not working well.

3.4 Subject to approval by Civic Affairs on the 13th September, officers will finalise and publish the report on the Council's website with hard copies being made available on request.

4. Implications

(a) Financial Implications

Page: 2

The time and resources spent on responding to complaints is a not insignificant cost to the Council. Our aim should be to get things right first time as often as we can.

(b) Staffing Implications

None

(c) Equality and Poverty Implications

Analysis and action taken as a result of complaints has an important role to play in ensuring that our services are accessible to all those who wish or need to use them and, that as far as possible, we are able to respond flexibly to the differing needs of our citizens and visitors. An updated EQIA assessment was completed in August 2016.

(d) Environmental Implications

None

(e) Procurement Implications

None

(f) Community Safety Implications

None

5. Consultation and communication considerations

None

6. Background papers

Background papers used in the preparation of this report:

(a) Departmental Quarterly Monitoring Reports 2016-17

7. Appendices

(a) 3 Year Service Analysis

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Jenna Varga, Business and Development Manager, tel: 01223 - 458607, email: Jenna.varga@cambridge.gov.uk.

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Cambridge City Council

Annual Complaints and Feedback Report 2016-17

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Cambridge City Council's Annual Complaints Report

Every year we publish our Annual Complaints Report, which gives an overview of the complaints the Council has received and how we have dealt with them, though we do not publish names or other personal details of people who have complained.

Cambridge City Council welcomes customer feedback, to help us to identify and address problems for customers, and to improve our services. This report shows how we have increased customer feedback about services and how we are responding to complaints.

Why we produce this report

- To learn from our mistakes so that we can improve our services.
- To encourage people who have cause to complain to make comments and suggestions to help us make these improvements.
- To show how we've responded to complaints and what we've done to try to put things right.
- To publicise and explain our complaints process.

Our Complaints Procedure

What is a complaint?

A complaint is defined as: ***'an expression of dissatisfaction, however made, about the standard of service, action or lack of action by the Council, or its staff, affecting an individual customer or group of customers.'***

To set these complaints in context, it should be explained that where an issue is brought to the Council's attention for the first time (for example, a missed bin) that is dealt with as a request for action, and is not processed as a formal complaint. However, the Council's response, or lack of response, to that first time notification might lead to a complaint if the customer were still dissatisfied.

Customers complain to the Council if they:

- Are unhappy about something we have or haven't done.
- Are not satisfied with the way a member of staff has treated them.
- Are not happy with the way a councillor has treated them.
- Want to complain for any other reason.

Directorates and Services 2016-17

Directorates and Services

Chief Executive	Corporate Strategy
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Director Stephen Kelly (SCDC/CCC)	Planning and Economic Development
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Fiona Bryant Strategic Director	Human Resources
	Property Services
	Commercial Services
	3C shared legal Service
	Finance

Suzanne Hemingway Strategic Director	Customer Services
	Community Services
	Environmental Services
	Estates and Facilities
	Housing Services
	Revenues and Benefits
	Waste Services

[Independent Complaints Investigator](#)

[The Local Government Ombudsman](#)

[Complaints under the Councillors' Code of Conduct](#)

Executive Summary

Cambridge City Council welcomes feedback from customers, so that we can address immediate issues, and can learn from complaints, in order to improve our services. With a growing population, and increasing pressure on services, we have seen a small rise in the absolute number of complaints received from 559 in 2015/16 up to 567 complaints in this year. In the same time period we received 129 compliments.

In seeking feedback, we have received 13,140 comments via GovMetric, a customer satisfaction rating system. Last year over 300,000 telephone and electronic contacts were received and over 55,000 face to face visits were recorded at the Customer Service Centre.

This report looks at what complaints were about and how we can learn from them to improve services. Overall 34% of complaints were for 2 services, Refuse and Estates and Facilities. The Estates Service looks after Council owned buildings, but most of its work – and complaints – relate to the maintenance of Council housing. These services received large volumes of complaints, but did not see significant increases in complaint numbers.

Complaints were up on the previous year for Housing Advice and Housing Management, and down for Planning Services, parking and Bereavement Services. Planning Services in particular saw a significant drop from 60 complaints in 2015/16 to 32 in 2016/17. This report includes feedback from the LGO where long-standing Planning complaints were determined, and our services had fallen short of expected standards for those residents.

As a Council, we know we need to continue to listen carefully to customers to ensure our services are accessible, and meeting needs. We will be seeking more customer feedback in 2017/18.

Independent Complaints Investigator (ICI)

From 1 April 2016 until 31 March 2017, 8 complaints were submitted to the Independent Complaints Investigator. From the period April 2015 until March 2016, 2 investigations were carried over. Of these 10 reports, 3 complaints were partially up-held, and 4 complaints were up-held.

Local Government Ombudsman (LGO)

16 LGO complaints were investigated, with 3 upheld, one of which reported in April 2017 but has been included here as it was reported to committee early in the year.

Reporting and Recording

The City Council has worked hard to understand the reasons for the complaints, and has taken action to prevent the poor service that triggered those complaints from being repeated. We continue to work hard to deliver high quality services to all residents and customers, and welcome all feedback on our services and suggestions for improvement. Following feedback and a review of our complaints process we have changed the way we record and monitor complaints, compliments and comments.

The Lead Complaints Officer reviews data on a quarterly basis to establish themes and trends. This is discussed with Directors and Heads of Service to understand what the service needs to do to improve, change or prevent a reoccurrence. Particular attention is focused on reducing complaints being escalated to the independent complaints investigator by making sure that complaints that involve more than one service at stage one are dealt with more efficiently.

Cambridge City Council has a three stage complaints process:

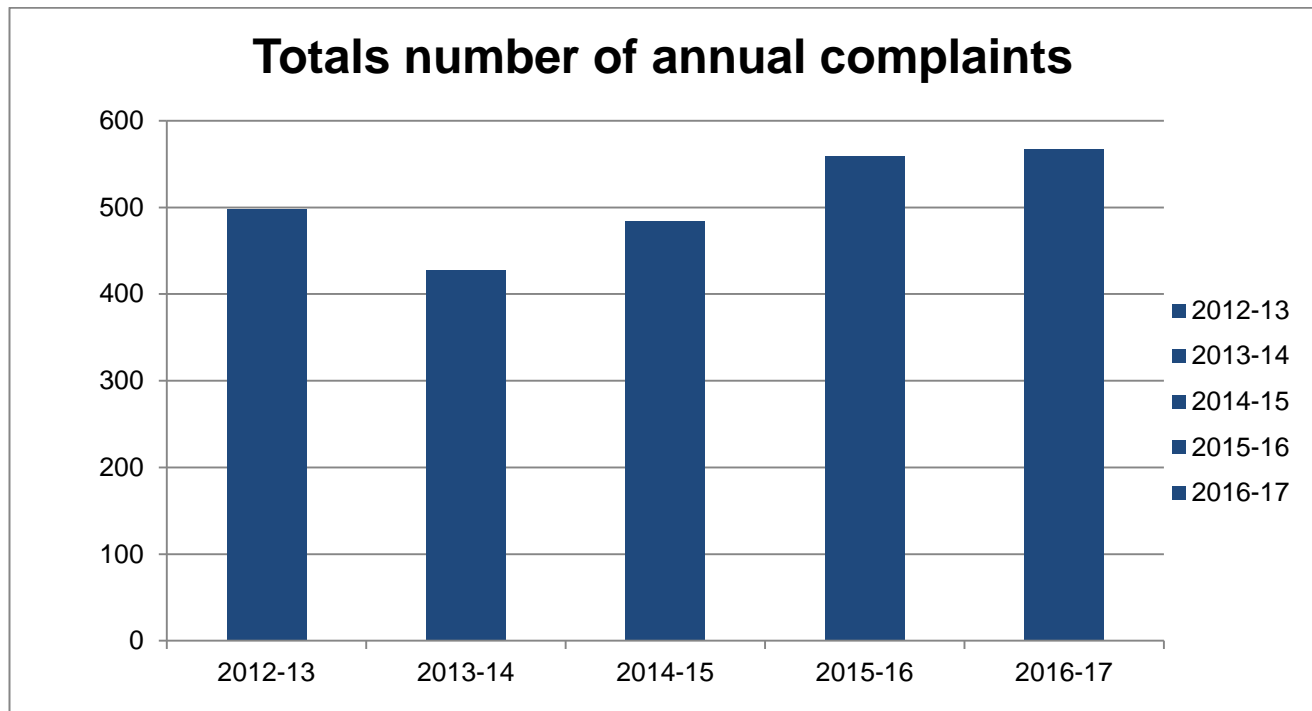
- **Stage One:** A complaint that has been made for the first time.
- **Stage Two:** Internal review of a complaint where the complainant is unsatisfied with the response to their complaint or the way in which the complaint has been handled, and they wish for their complaint to be considered further.
- **Stage Three:** Review by an Independent Complaints Investigator, where the complainant remains unsatisfied with the internal process and wish to take their complaint further.

The **Local Government Ombudsman (LGO)** is the final stage - the person affected must have gone through our complaints process before going to the LGO for an independent review.

Complaints to the City Council in 2016-17

We received 567 complaints in 2016-17. This was an increase of 1.4% on the number received in the previous year as can be seen in table below.

Figure 1 - Cambridge City Council complaint totals 2011 – 2016-17



Year	Total number of complaints received
2016-17	567
2015-16	559
2014-15	484
2013-14	428
2012-13	498

General summary

This report presents service complaints data from 2014-15 to 2016-17.

Last year over 300,000 telephone and electronic contacts were received and over 55,000 face to face visits recorded at the Customer Service Centre. The number of complaints is relatively low in relation to the volume of customer contacts received by Council services. Complaints provide an opportunity to address issues for the customer and improve services for others where possible.

In 2016-17 the Council received 129 compliments. We also received 7420 positive comments through GovMetric, our customer satisfaction rating system out of 13,140 comments overall.

We have identified key trends as a rise in stage 2 complaints which are not responded to within the 7 day target; complaints related to poor communication, where we are not clear with customers about what they can expect; a small but concerning number about staff attitude and behaviour.

In 2016-17 34% of complaints were for 2 services, Waste Services and Estates and Facilities.

Waste Services received 105 Complaints, an increase of 1 from the previous year. With such high volumes of transactions, we expect to see more complaints in this area than in smaller services. Some complaints related to changes introduced in February 2017 when the service started cross border collections with a complete rerouting of rounds and days of collections. While overall performance remained above 94% at all times, there was an increase in missed bins, and some customers experienced repeat service failures. The team prioritised customers known to have had repeat issues, to ensure new crews knew routes well and could improve service delivery. A review of bin day changes was reported to our Environment Committee in July 2017, and service issues relating to the changes have been addressed.

Estates and Facilities received 86 complaints, an improvement from 98 the previous year. However, there continue to be some issues in ensuring clear communication with customers, and failing to promptly follow up complaints which have inevitably escalated to stage 2. Tenant/leaseholder expectations about planned programmes notably doors, fencing and structural work have been escalated due to poor communication. The service recognises the need to improve communication about planned works, and to be clearer with customers about what to expect from us. A comprehensive skills training programme for staff this Autumn will include communication and customer care issues alongside practical building maintenance skills.

Historic analysis of services over 3 years is in Appendix 1. A key headline is that Parking Services complaints have reduced significantly whereas Housing Services complaints have increased. Housing Advice complaints increased when we changed the way we deal with applications to our housing register (in order to reduce the volume of work for staff), and we have re-introduced the previous system in response to feedback.

We have seen an increase in stage 2 complaints, where services have not responded with the 7 day target time. In 2017, we are introducing new complaints-tracker systems to help managers keep on top of complaints (whilst also delivering busy responsive services) and hope this will reduce missed deadlines.

Since 2008 the volume of complaints has fluctuated. A review of our reporting and recording procedure in 2014-15 enabled us to improve upon recording data more accurately. Further work was undertaken in 2016/17 to enhance the way in which we manage the recording and handling of our complaints, this resulted in a project to implement a new complaints tracking system which provides a more user friendly platform for the efficient administration of complaints and enhances reporting. The new system is being implemented by October 2017 with complaint awareness training for all staff training by November 2017

The Council also offers staff a customer service corporate learning a development programme as part of the performance review process. Customer Service training was introduced specifically to develop good customer relationships and improve customer service skills.

The senior leadership team monitors performance management across the council with the aid of the corporate balance score card, quarterly complaints reports and senior management meetings. Each quarter services provide performance data against approximately 40 corporate indicators, these indicators provide a snapshot of how the council is performing in key service areas including complaints.

How complaints were received

Year	Face to Face %	Letter %	Email %	Telephone %	Other (Comment Cards) %
2016-17	3	7	82	6	2
2015-16	3	9	76	10	2
2014-15	2	8	61	11	18

The majority of complaints were received in writing, predominantly via email (the email figure is a combination of standard emails and the use of our electronic online form).

Compliments

Cambridge City Council Compliment totals 2014 – 2016/17

Year	Chief Executive	Director (FB)	Director (SH)
2016-17	0	3	126

Year	Chief Exec's	Environment	Business and Transformation	Customer & Community	Totals
2015-16	0	30	38	79	147
2014-15	0	64	79	120	263

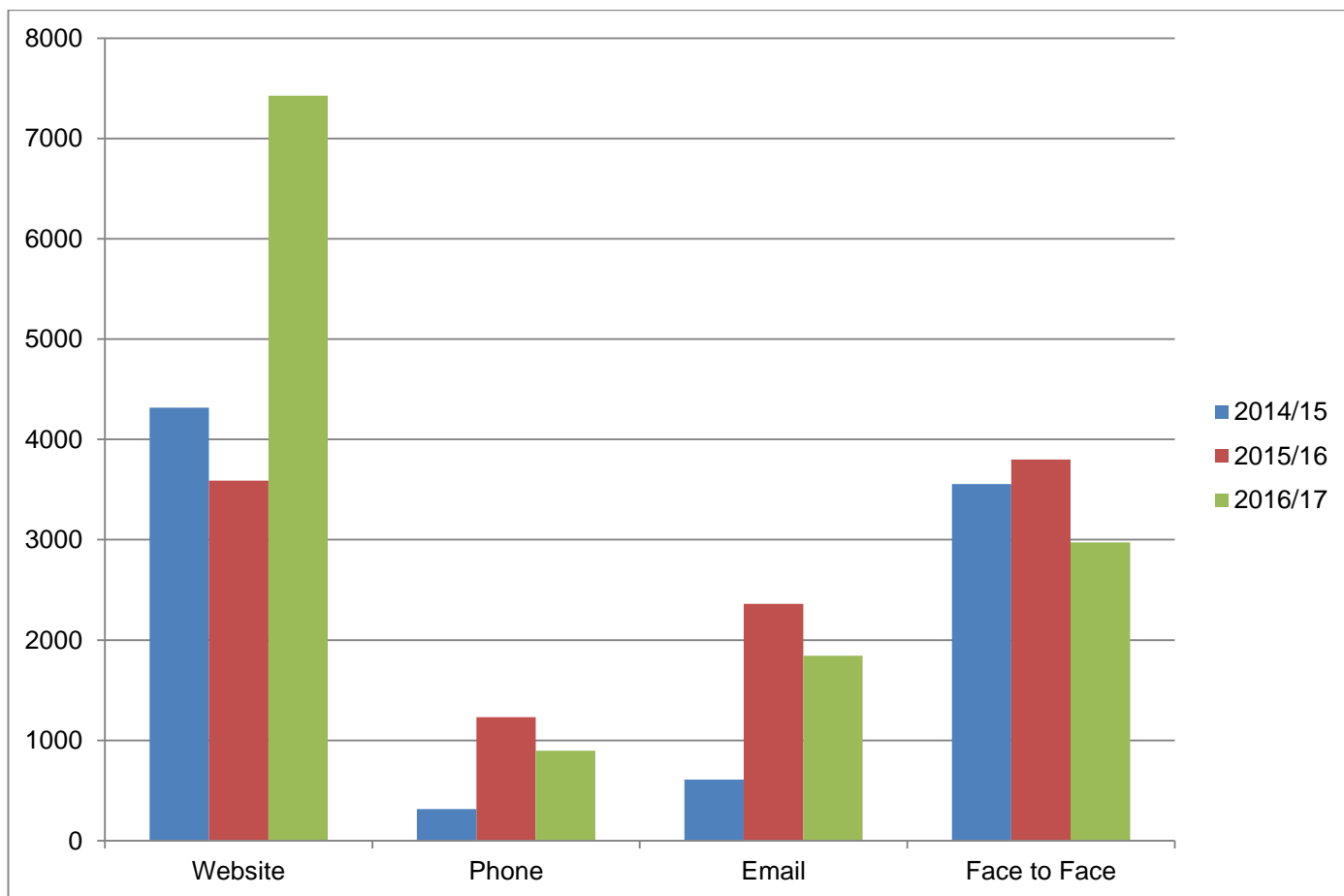
Following the change in the way in which we receive feedback, with the introduction of GovMetric as a feedback system in 2014 we are continuing to see a significant decrease in compliments received via e-mail and letters to the Customer Service Centre, as customers are choosing to use GovMetric to communicate both compliments and comments.

GovMetric - Customer Feedback System

GovMetric was introduced by customer services to monitor feedback and measure improvement. The tool allows us to record how the feedback was received, ratings of good, average or poor can be selected by customers. They are also able to select service areas/departments and give more specific detail about their experiences.

We currently use GovMetric to monitor feedback from the website, face to face visits in Mandela House reception and via service e-mails and incoming calls to Mandela House.

Total Feedback via GovMetric 2014-17



GovMetric feedback via channels 2014 - 2017

Channel	Date	Total	Good %	Average %	Poor %
Web	2016-17	7425	47%	18%	35%
	2015-16	3589	47%	13%	40%
	2014-15	4316	48%	14%	37%
Phone	2016-17	898	76%	16%	8%
	2015-16	1230	87%	6%	7%
	02.12.2014-31.03.2015	317	85%	7%	8%
Email	2016-17	1843	58%	15%	27%
	2015-16	2361	70%	10%	20%
	02.12.2014-31.03.2015	610	74%	9%	17%
Face to Face	2016-17	2974	73%	10%	16%
	2015-16	3801	71%	12%	17%
	2014-15	3555	67%	13%	21%

Feedback from the Customer Service Centre

In 2016 – 2017 the volume of feedback received from GovMetric reduced due to a number of reasons. In our face to face area the kiosk has been out of commission since February as a result of intentional damage by a customer. We took the opportunity to refresh the questions and the look and feel of the kiosk; a new one is being installed in August 2017.

Feedback volumes from the contact centre were reduced due to the extreme call volumes experienced in the last quarter of 16-17 due to bin round changes. Under pressure to answer calls, the team had less time available to ask for feedback so relied on automated call recording to direct customers to leave feedback.

We now have automatic reports to individual advisors showing the number of positive feedback results they have achieved, and managers have reports on the performance of the whole team and the results are highlighted on communications boards within the centre. This approach had been encouraging the team to forward more customers through to the feedback system.

Reports are automatically sent through to managers on a daily basis where customers leave comments for action or a negative report is given in respect of an advisor. These are reviewed and appropriate action and or follow up is taken.

Feedback from the Web Team

When feedback is received via the GovMetric system and requires an action or a response, the relevant service is notified for their input or action. This may result in them managing the comment as an official complaint in accordance with our corporate complaints procedure. The web team have used the web based feedback to monitor and review the general functionality of the website, correcting content and links, as well as using any relevant comments as evidence to support proposed website changes in the 2017 – 2020 Web Strategy and wider Digital Strategy.

Service Complaint Trends and Feedback

Each council department reviews the complaints and compliments it receives on a quarterly basis. This enables services to identify if there are any trends in the types of complaint being made or the services that complaints are being made about. As a result, changes are made to services and how they are provided.

Pages 11-23 detail comments from Services on actions they have taken to prevent, improve or change as a result of the feedback received in 2016-17

Chief Executive

Corporate Strategy 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	4	1	75%	0

This service has not been reported on in detail due to a low number of complaints.

Planning and Economic Development

Planning and Economic Development 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	32	3	81%	1

Service area headlines

The number of complaints reduced significantly since 2015/16 (60 complaints including 11 at stage 2). Two LGO complaints have been complex and time consuming to deal with but as of Q2 2017 it is expected that these are now close to resolution. During the last 12 months the service has had periods of staff shortage particularly Enforcement Officers which has affected the ability to follow up on planning enforcement complaints. As of Q2 2017 we are now fully staffed. The Planning Service is about to enter a period of rapid change as we move to a Greater Cambridge Planning Service shared with South Cambridgeshire.

Themes identified

- Lack of communication by case officer
- Delay in reply on correspondence/FOI response
- Unhappy with Committee decision/officer decision
- Access to submission is in digital formats
- Construction activities
- Ability to submit all applications online
- The public's interpretation of the presence of officers with divergent views at Informal Hearings (planning appeal)
- Lack of communication by case officer
- Delay in investigating enforcement case
- Poor level of service from Building Control
- High turnover of staff in Application Support team leading to processes being missed (acknowledgement letter)
- Planning Enforcement Complaint sent in via Corporate Complaints system

Any changes and improvements made

Complaints discussed with individual officers and attention to detail highlighted. Developer contributions work now managed by Developer Contributions Monitoring Unit, mitigation measures identified in advance of Committee meetings, additional training in Application Support team, re-allocation of caseload in more proactive way and vacancies filled (Planning Enforcement Officers).

Changes and improvements made/Consultation to committee decision outcomes

Report to Planning Committee/Council – LGO Investigation Beaulands Close, March 2017. The LGO did not find that any of the failures identified amounted to 'significant injustice but did recommend that we review approach/guidance on representations that include photographs/video. This resulted in the standard acknowledgement letter being updated to provide advice on submitting information in a digital format and staff training.

Senior Officer review of attendees at Informal Hearings where the views of officer are divergent and a more sensitive consideration of the impression that the public takes of attendance of officers at Informal Hearings.

New FOI response system introduced

Strategic Director – Fiona Bryant

Human Resources, Financial, Procurement and Fleet services and Legal Services did not receive any complaints in 2016/17

Property Services 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	2	0	100%	0

Commercial Services

(Parking Services and Bereavement)

Bereavement Services 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	1	0	100%	0

These services have not been reported on in detail, due to the low volume of feedback.

Parking Services 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	12	0	92%	3

Themes Identified

- Poor communication
- Lacking or inaccurate information
- Staff Conduct
- Decision(s) / Policy relating to parking charges
- Procedures / Planned maintenance Works

Any changes and improvements made

- The ability to pay by cash has been removed at Pay & Display car parks, due to repeated thefts. This led to a number of complaints. We are reviewing options for the future.
- New car park equipment will be installed imminently, which enables Blue Badge holders to use self-service, meaning that they will be able to use the Blue Badge discount scheme 24/7.
- We have ceased to give warnings regarding cars overhanging the walk-way in Grand Arcade car park as a result of customer and internal consultation; we no longer fine such customers. This has resulted in fewer complaints in this regard and increased customer satisfaction.
- We have started to record all customer interactions over intercom for investigative and training purposes.
- Zebra crossing area improvements have been identified & implemented as a result of customer feedback.

Strategic Director – Suzanne Hemingway

Customer Services 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	32	1	84%	31

Service area context

Customer services saw an increase in complaints this year due to service changes including a significant increase in customer contacts relating to bin day changes – In the first 5 weeks that the changes took place customer services received over 6000 contacts, double our normal contact levels for this service. Legislative changes and staff turnover continues to be high and therefore training and development has been key to continue to deliver excellent customer service.

Themes Identified

- Poor Communication
- Lacking or inaccurate information
- Staff Conduct
- Delays in responding/answering

Any changes and improvements made

- To reduce telephone wait times customer service implemented an automated switchboard which has reduced the number of calls requiring advisor intervention. This has reduced the time to answer for switchboard calls.
- Staff briefings took place on specific legislative changes e.g. Housing Benefit Registration to ensure staff had the most up to date information.
- Staff conduct complaints – were reviewed on an individual basis, there was no trend that it was any one advisor so feedback/coaching and additional training was carried out as a result of the individual complaints.
- Training on communicating effectively with distressed people is being provided as a result of staff feedback – complaints were not the trigger for this training but equipping staff with more tools to help them in their role will have a positive impact on reducing complaints.

Community Services 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	23	7	87%	15

Service area context

The service area continues to provide the following services:

- Children’s and young people’s services (ChYpPs)
- Community facilities
- Grants and support for the voluntary sector
- Neighbourhood Community Development & Safer Communities
- Sport, recreation and swimming services
- Culture, arts, equality & diversity

Themes Identified

- Poor communication
- Poor consultation
- Decision(s) / Policy - Both relate to a series of complaints about a decision by the Council to grant planning permission for storage containers at Sheep’s Green learner pool.

Any Changes and improvements made

Emphasis on more proactive and systematic communication with ward councillors and local groups on proposals for change or improvement in our area

Changes and improvements made/Consultation or committee decision outcomes

As a result of the complaints about Sheep’s Green learner pool, the Council relocated the storage containers following a successful planning application

ICI or LGO Learning

Community Services has dealt with number of complaints relating to the management of antisocial behaviour cases in relation to council housing tenants. Close liaison with the housing service is important in ensuring the issues and outcomes are understood and owned across both services. A review of how antisocial behaviour in general is managed by the council is currently being undertaken.

Environmental Services – Streets and Open Spaces 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	75	7	73%	36

Service area context

Streets and Open Spaces service continues to deliver front line services and a review was undertaken in 2016/17 to improve customer service, including investment in and use of ICT, digital technology and open data.

Themes Identified

Communication delays:

- All six Stage 2 complaint responses missed the initial 7 working day full response deadline.
- Failed to keep a customer informed of progress dealing with complaints.

Staff Conduct:

All seven Stage 1 complaints related to alleged enforcement officer mis-conduct, none of which were upheld. Only one of these was escalated to Stage 2, where the complaint was again not upheld. The nature of face-to-face enforcement action increases risk/ incidence of such a challenge.

Decision(s)/ Policy:

Three Stage 1 (and one Stage 2) complaints related to implementation of the Council’s moorings policy and action taken against unauthorised boats.

Procedures / Planned Works:

- Two Stage 1 complaints related to alleged missed routine street cleansing service (removing fallen leaves).
- Failed to do necessary property checks to confirm whether Council or private ownership and to liaise with property owner, prior to undertaking required grounds maintenance works

Any changes and improvements made

Communication:

Officers were reminded of the need to keep customer (and Business Support) informed of progress dealing with complaints and any necessary extension of response deadlines.

Staff Conduct:

Environmental enforcement officers have been issued with body worn CCTV cameras, which will help provide corroborating evidence in response to complaints over officer conduct and will help to protect both officers and public.

Procedures/Planned Works:

- Develop operating procedure for grounds maintenance works on City Homes estate areas involving property checks
- Pursue developing online maps/ guidance, showing routine street cleansing/ grounds maintenance rounds, so public can see when/ where their street/ verge/ open space will be serviced.

ICI or LGO Learning

Responding to ICI recommendations, corporate enforcement policy is being reviewed to address zero tolerance approach to littering, fly tipping, etc

Environmental Services – Environmental Health 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	22	2	59%	2

Service area context

Environmental Health (EH) service transferred to new Environmental Services unit, following senior management restructure.

Themes Identified

Communication – Delays:

- The 2 Stage 1 complaints missed target response date.
- Each of the 3 x Stage 2 complaint responses missed the initial 7 working day full response deadline set by CSC.

Decision(s)/ Policy:

- 3 of the 5 Stage 1 complaints related to objections to a planning/ licensing application.

Any changes and improvements made

- Staff made aware of the importance to respond to complaints on time.
- Assessment made of investigating officers work pressures to ensure time is set aside for complaint investigation and response.

Estates and Facilities 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	86	4	62%	2

Service area context

Estates & Facilities has undergone a second review and restructure, in 2016/17 (following a restructure in 2105/16) as part of the overall Housing Transformation programme driven by the four year, 1% rent reduction.

Themes Identified

- Tenant/leaseholder expectations about planned programmes notably doors fencing and structural works.
- Communications with customers. Complaints not answered in target are high – averaging approximately 40%. There are further issues recorded or escalated to stage 2, where complaints reflect frustration with poor communication.

Any changes and improvements made

Staff briefings have been used repeatedly in 2016/17 to emphasise the importance of:

- Dealing promptly with customer enquiries to avoid them becoming complaints
- Being clear with customers about realistic service expectations
- Delivering consistently and reliably to those standards
- Greater integration of leaseholder and planned works officers (co-locating at mill Road 2 days/week) to improve consistency of information provided to leaseholder.
- Use of staff briefings to reinforce the need to deal promptly, consistently and pro-actively with all service complaints
- Ongoing review of Repairs Standards, involving full stakeholder consultations, to increase clarity of landlord responsibilities and provide clearer guidance to staff and tenants about dealing with requests that are not Council responsibility, including tenant damage

Changes and improvements made/Consultation or committee decision outcomes

- Provisions for future changes included in the Housing transformation programme approved by Housing Scrutiny Committee in January 2017.

ICI or LGO Learning

- ICI feedback in 2016/17 identified communication failures rather than actual service delivery issues as the principle cause for concern – see above comments. ICI case used as reference when briefing staff about the importance of good communications with customers.

Housing Services – City Homes 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	78	1	88%	18

Themes Identified

Staff attitude, and Complainants unhappy about decisions made:

Staff are more confident about the services we can and cannot provide across Housing Services as a result of the restructure. They also have the confidence that they will be supported by Managers. Saying 'no' will obviously increase complaints as it will take time for customers to accept/understand the reasons why.

Service failure:

- Largest proportions of these complaints were about the communal cleaning within flatted blocks and Sheltered Housing undertaken by Churchill.

- Grounds maintenance: We do have complaints of a seasonal nature in this area but there has been no significant trend to cause concern.

Any changes and improvements made

- Review Policies – this work has started and is on-going. Staff are being asked for their views/suggestions as part of the Policies review.
- Refresher training for staff on the different ways of saying ‘no’.
- Continue meetings in relation to communal cleaning in flatted areas.
- Estate Champions will continue to work closely with our Contracts Manager in connection in with the Churchill contract.

Housing Services – Housing Advice 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	60	5	88%	5

Service area context

- Changes to the way in which housing application verification takes place (at housing offer stage rather than at application stage) has given rise to an increased number of complaints about this area in 2016-17
- New Home-Link IT system has proved to be less efficient than its predecessor

Themes Identified

- Decision(s) / Policy
- Procedures
- Delays.

Any changes and improvements made

- We are returning to the old front end verification process in 2017-18 as this proved more popular with customers and partners alike.
- Refresher training on medical assessment procedures for CSC staff was organised following complaints that a customer had been misinformed about the process.

ICI or LGO Learning

Managers have undergone LGO complaint handling training.

Revenues & Benefits 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	35	1	94%	26

Service area context

The number of complaints continues to be very low compared to the many thousands of transactions that Revenues and Benefits has with Cambridge’s 138,750 residents. The overall number of complaints in relation to service has increased from 33 in 2015/16, to 35 in 2016/17. There was an improvement in terms of complaints handling, with an increase in complaints responded to in target from 85% to 94% respectively.

Themes Identified

- Communications
- Misunderstanding of complex issues

- Escalation routes not always being followed at first point of contact and customers are instead signposted to the complaints process
- Several complaints were followed by compliments for the way in which we handled the complaint
- Complaints from customers unhappy about receiving reminders and summonses for non-payment of council tax.

Any changes and improvements made

- To continue to review of the content of correspondence, with a view to making these easier to understand and improving their overall tone.
- To continue to review processes within both Revenues and Benefits, with an aim to reduce the time it takes to action incoming work.
- Additional checks are completed within the Benefits team to reduce calculation errors.
- In order to manage customer expectations, we are continuing to develop online functionality to enable customers to self-serve and update their accounts and claims.
- Positive meeting with Cambridge CAB to review processes and evidence required to amend claims.
- Reviewing council tax bills to see if content can be made clearer to reflect payment methods.

Waste Services 2016-17	No. of Complaints	No. of Stage 2 Complaints	Complaints in Target	No. of compliments
	105	2	71%	8

Service area context

In the last month of the year the service fully started cross border collections with a complete rerouting of rounds and days of collections. While overall performance remained above 94% there was increase in missed bins and service complaints. Some complainants experienced repeat service failures.

Themes Identified

- Service Failure (Missed bins)
- Bins not returned to the correct position
- Staff Conduct engagement and behaviour (Attitude / driving)

Any changes and improvements made

- New first line management team put in place with more focus being placed on Team Managers being required to do more crew and site visits to check service delivery, conduct and H&S.
- Regular phone conferences were held prior to and after new rounds went live. These included customer services and communications teams in both authorities to ensure all parties were aware of any issues as they arose from the round changes in February 2017.
- Sickness levels have been high; we have a new approach to support and deal with absence. This is expected to help staff attend work and so reduce the need for temporary staff which is often linked to bins being missed due to lack of local knowledge.
- A review of bin day changes was reported to Environment Committee in July 2017.

Independent Complaints Investigator (ICI)

ICI Complaints Submitted in 2016-17	
Number of ICI complaints carried forward from 2015-16	5
Number of ICI complaints submitted in 2016-17	8
ICI Complaints Investigated in 2016-17	
Number of ICI complaints investigated	8
Number of complaints with complete reports	7
Number of complaints outstanding	1
ICI Complaint Decisions in 2016-17	
Not upheld	2* + 1
Not upheld with recommendations	1* + 1
Partially upheld	1* + 2
Upheld	1* + 3

Upheld and partially upheld Stage 3 complaints in 2016-17		
Service	Date	Decision
Planning	13 April 2016	Partially upheld*
City Homes	20 June 2016	Upheld*
Estates and Facilities	11 October 2016	Upheld
Estates and Facilities	11 October 2016	Upheld
Estates and Facilities	24 February 2017	Partially upheld
Streets and Open Spaces	27 July 2016	Upheld
Streets and Open Spaces	11 October 2016	Partially upheld

ICI Complaints received between 2013 – 2016-17

Period	Received	Partially upheld	Upheld	Services where complaint upheld
2016-17	5* + 8	1* + 2	1* + 3	Estates and Facilities, Streets and Open Spaces, Planning and City homes
2015-16	3* + 26	3	2	Planning, Streets and Open Spaces and Strategic Housing.
2014-15	2* + 19	1	4	Streets and Open Spaces, Estates and Facilities, Property Services, and City Homes.
2013-14	28	5	2	Planning Services, Revenues and Benefits, Estates and Facilities, City Homes, Environment Services, Planning, Housing Needs, Anti-Social Behaviour, Environmental Services, Accountancy and Support Services and Estates and Facilities.

*Complaints carried over from the previous financial year

ICI Complaint Service Feedback

Pages 24-30 detail comments from Services on actions they have taken to prevent, improve or change as a result of the ICI feedback received in 2016-17

PLANNING SERVICES

Decision - Partially Upheld

Complaint Overview

In approving a planning application Cambridge City Council failed to act fairly and has failed to demonstrate best practice in terms of demonstrating a reasonable duty of care to neighbouring owners as could be expected. The complainant felt that the City Council had been negligent in handling this planning application.

ICI Suggested Way Forward

ICI suggested that the case officers report could have been more explicit in assisting objectors in understanding the relevance of drawings and illustrations to the core planning pack being considered. In recognition of this point the ICI made a recommendation for compensation of £100.

ICI Learning points and Recommendations

- ICI did not uphold the complainant's view that the City Council had been negligent in the overall handling this application to the extent that you have been disadvantaged.
- The City Council should be mindful that where a planning application involves significant documentation being placed on the planning portal for public access, that it may be useful for case officers committee reports to signpost more explicitly which documents are considered core to the applications assessment and the Planning Committee decision making process.
- That the Director of Environment notes this independent reviews finding and the learning point identified for further consideration and communication within planning services staff to support the on-going development of best practice.

Actions taken in response to feedback

ICI report discussed at team meeting.

LGO reports discussed at team meeting

Planners attended Planning Committee when LGO case discussed

CITY HOMES

Decision – Upheld

Complaint Overview

How the City Council had managed and handled the complainant's personal property that had been taken from a property following the complainant's eviction in October 2014.

ICI Suggested Way Forward

- That a meeting is convened where the new evidence images can be shared and a further meeting after the City Council has had an opportunity to reconsider its findings at stage 2 of the complaints process relating to the extent of property lost, damage, liability and the offer of compensation made.

ICI Learning points and Recommendations

- That if the City Council determine to improve on the level of compensation offered then this amount agreed should be the basis upon which to start consideration to replace the complainants goods.
- Whilst the complainant would wish any replaced items to be replaced with new rather than second hand goods this may inhibit the range of items that may be replaced against any agreed compensation amount; this is an area for pragmatic discussion.
- As the complainant is in arrears it is reasonable for the Council to apply its normal process of deducting any monies owed from the amount of compensation which may be agreed in this case.

Actions taken in response to feedback

The service followed suggested recommendations from the ICI. The advocate is in ongoing discussions with the Customer and the Council to resolve.

ESTATES AND FACILITIES

Decision - Upheld

Complaint Overview

The lack of speed and amount of contact when reporting damp in the complainant's rented property.

ICI Suggested Way Forward

- That the City Council provides a written apology which recognises that they had been significantly inconvenienced by these service failures.
- That the City Council makes a compensation payment of £150 for the personal time and trouble the complainant incurred over a 10 months period.
- That the City Council makes arrangements to compensate the complainant for the damage as a consequence of damp repairs which were not dealt with in a timely manner.

ICI Learning points and Recommendations

- That the City Council agree to review the systems and processes which have been found to be inadequate within the Estates and Facilities Department to meet the current customer service expectations for requests for repairs and taking ownership for complaints investigations.
- That any lessons learned from reviewing the systems and processes are properly documented and tracked against a managerially owned departmental action plan to avoid a repetition of the failures identified and ensure the public's confidence in the Council is maintained.

Actions taken in response to feedback

The complaint was fully justified as reported by the ICI and acknowledged as such with the customer. The actions proposed by the ICI have all been implemented and the customer is now satisfied.

ESTATES AND FACILITIES

Decision - Upheld

Complaint Overview

That the City Council has not acted correctly in the handling of a complaint about its sale of the complainant's neighbour's Council owned property without first resolving an outstanding boundary dispute. Also for not addressing the damage to the complainant's hedge, an act of trespass and its mismanagement of the boundary measurement.

ICI Feedback

- The Council should acknowledge and apologise for the poor service it has provided.
- The complainant has suffered undue distress and inconvenience in pursuing this matter which could have been resolved with relative ease if handled correctly at the outset or if opportunities for intervention were taken. On this basis the Council should consider compensating the complainant.

ICI Learning points and Recommendations

- It is recommended that the City Council ensures that its staff is reminded of the organisation's expectation for its service standards to be met and of their individual responsibility to manage communication with those contacting the organisation.
- It is recommended that managers dealing with or delegating complaint issues should ensure that any actions which they allocate to members of staff are monitored to ensure that they are actually delivered within set timeframes and with an outcome of clearly defined quality.

- When staff are involved in issues that involve Council employees they should ensure that all of their actions are transparent and provide no impression of potential partiality or favoured treatment and recognise the potential for this to result in a breakdown in trust and public confidence.
- Where there are legal implications to decision-making there needs to be absolute clarity and certainty in the language involved when communicating both internally and externally.
- Sales of Council owned houses should proceed only when there is complete certainty that there are no unresolved issues that may have a potential legal impact.

Actions taken in response to feedback

The outcome and ICI findings have been discussed in detail with both the officer and line manager and advice given about the standards of communication expected. Additionally, the example has been used, in general terms, to brief all staff about the importance of good communications with customers even where issues are potentially contentious.

As advised by the ICI, those staff involved with Right to Buy enquiries have been reminded of the requirement to communicate all legal interpretations clearly and unambiguously and our Right to Buy procedures have been reviewed to make sure that sales do not progress in future until outstanding queries have been fully resolved.

STREETS AND OPEN SPACES

Decision - Upheld

Complaint Overview

Complainant wishing for a 'door barrier' to be installed due to speeding cyclists. In their view though the Council officials demonstrated a broadly supportive attitude, they have failed, or been persistently slow, to respond to correspondence. Additionally, no decision was communicated to the complainant.

ICI Suggested Way Forward

- The cycle barrier will be installed and paid for by the City Council.
- The City Council will improve its communication in line with the report recommendations.

ICI Learning points and Recommendations

- Staff are reminded of the organisation's expectation for its service standards to be met and of their individual responsibility to manage communication with those contacting the organisation.
- The website contains only accurate information.
- Managers dealing with complaint issues should ensure that any actions which they delegate to members of staff are monitored to ensure that they are actually delivered within set timeframes and with an outcome of clearly defined quality.

Actions taken in response to feedback

- Corporate Enforcement Policy review has been completed and proposed revised Policy being presented to Committee for approval autumn 2017
- The need to consider, on an individual case basis, the suitability of continuing the process of pursuing the payment of fines during investigations of associated complaints at Stages One, Two and Three of the Complaints process is reviewed on a case by case basis in line with the amount of time available (i.e. Cases are restricted to six months from start to finish to enable legal proceedings to take place). Where possible cases are suspended until a complaint has been resolved.

STREETS AND OPEN SPACES

Decision – Partially Upheld

Complaint Overview

The complainant viewed that the City Council had treated them in an unfair and unprofessional way in relation to the issuing of a fixed penalty notice. The complainant disputed paying the issued fine and requested that it was cancelled.

ICI Suggested Way Forward

- The ICI recommended that the issue of the Fixed Penalty Notice was confirmed and the payment made.
- A suspension should have been granted when the commencement of a Stage Three investigation process was known.

ICI Learning points and Recommendations

- It is recommended that the City Council reviews its Corporate Enforcement Policy (section 6.3 - Informal Action)
- When a complaint is ongoing involving a member of Council staff it may be considered as insensitive and unhelpful for the staff member or members directly involved to continue with the responsibility of communicating directly with the complainant unless the issue has been carefully considered and a decision made that it is unnecessary or unavoidable to manage this in another way.
- There needs to be careful consideration by the City Council, on an individual case basis, of the suitability of continuing the process of pursuing the payment of fines during investigations of associated complaints at Stages One, Two and Three of the Complaints process.

Actions taken in response to feedback

To be completed

ESTATES AND FACILITIES

Decision – Partially Upheld

Complaint Overview

That the complainant had been subjected to poor customer care and a lack of communication which had not satisfactorily explained why their land was subjected to trespass/unauthorised access on 5 occasions which resulted in some damage. In addition, there remained an unresolved boundary dispute associated with inaccurate record keeping.

ICI Suggested Way Forward

- In respect of paint damage to a fence, the Council had offered to arrange for the paint to be removed as soon as possible and the ICI recommended the City Council further engage with the complainant to affect this remedy as soon as possible.
- The City Council provides a written apology, which recognises the upset caused by their staff and instructed contractor's 'inadvertent' straying onto the complainant's land which resulted in occasions of 'wholly unintentional trespass'.
- That the City Council further engages with the complainant to revisit its accepted position that previous follow through to replace fence posts was not fulfilled and completes this action as soon as possible.

ICI Learning points and Recommendations

- The City Council review the effectiveness of its policies and procedures which advise staff and contractors of their obligation 'on site', where there is the potential for inadvertent or unintentional trespass.

Actions taken in response to feedback

Attempts are being made to work with the complainant to reinstate the boundary fence in its correct location in accordance with land registry and confirmed RTB records. Nothing further has been received from the complainant

Local Government Ombudsman (LGO)

If customers are not satisfied with the way their complaint has been handled they can contact the Local Government Ombudsman's office. The Local Government Ombudsman investigates complaints of injustice arising from maladministration by local authorities and other bodies. In 2016-17 the Local Government Ombudsman received 17 enquiries and complaints, 4 were treated as complaints where decisions were applicable. As a result of the LGO's detailed investigations, 2 were upheld and 2 were not upheld. In addition to this we received another enquiry (ref 16 004 091) which was received and investigated during April 17, this was upheld and included in the Service comments below.

Department	No of Complaints Closed	Decision
Benefits & Tax	3	2 Referred back for local resolution; 1 Not upheld
Environmental Services & Public Protection & Regulation	3	1 Not Upheld 2 Closed after initial enquiries
Housing	2	1 Incomplete/Invalid 1 Advice Given
Planning & Development	6	1 Referred back for local resolution 1 Closed after initial enquiry 3 Upheld (1 of which reported in April 2017) 1 Not Upheld
Corporate & Other Services	2	1 Closed after initial enquiry 1 Referred back for local resolution
Total	16	

Comments from Planning Services relating to upheld Complaint (ref 16 002 481):

This upheld complaint concerned a resident who had objected to a planning application submitted by his neighbour for an extension. The resident complained that officers had made a number of errors in approving the application under 'delegated powers' and there were serious flaws in the way in which the Planning Committee decided not to revoke planning permission. The LGO considered that the Council was significantly at fault in the way in which they had determined the application under 'delegated powers' but were not at fault in way in which it subsequently considered revocation of the planning permission. The LGO considered that the injustice to the residents was limited to their justifiable sense of outrage at being treated unfairly, uncertainty and time and trouble. The LGO recommended a compensation payment totalling £1250 which has been paid. This complaint has been reported to Planning Committee and Council.

Comments from Planning Services relating to upheld Complaint (ref 16 006 971):

This upheld a complaint made by a resident concerning the way in which the Council had dealt with a retrospective planning application. The resident had submitted material in the form of a video and photographs that the Council's security software had not allowed the case officer or Committee to review. The Council did not communicate this to the complainant or respond to an offer to provide the material in an alternative format. For that reason, the LGO found fault with the Council that did not cause injustice and recommended that the Council clarify its position on the submission of material on different media, that it review its procedures for responding to such circumstances and communicate this to staff and that it apologise to the complainant. Other grounds of complaint, concerning the Council's assessment of the impacts of the retrospective application on the complainant property were not upheld. The Council has accepted and acted upon the recommendations of the LGO and revised its consultation letter to make the position on media submissions clearer. It has also apologised to the complainant.

Comments from Planning Services relating to upheld Complaint (ref 16 004 091)*:

This upheld complaint also concerned a resident who had submitted objections to a planning application by his neighbor for an extension. The application was reported to Planning Committee who accepted the officer recommendation of approval. The LGO summarised the complaint as relating to failings in the way in which application was determined, specifically that the submitted drawings were inaccurate and the Committee report contained errors. The LGO requested that an additional screen be provided to protect the neighbor which has been agreed by the applicant. The LGO also recommended a compensation payment of £500 which has been paid. Planning officers have been reminded of the need to check that plans are accurate. This complaint has been reported to Planning Committee and Council.

*This complaint was investigated during the 2016-17 period and the decision was made after the end of the year reporting in April 2017, taking it outside the LGO's reporting period. The investigation took place during the 2016-17 period which is why it is included in the report.

Yearly comparison 2014 – 2016-1

Year	Total Enquiries Received	Change %
2016-17	17	+6.25
2015-16	16	0
2014-15	16	0

Complaints under the Councillors' Code of Conduct

Councillors must adhere to the Council's Code of Conduct whenever they are conducting Council business, representing the Council or conducting the business of the office to which they were elected. The purpose of the Code of Conduct is to ensure high standards of ethics and conduct are maintained and that councillors treat everybody in an equal capacity and with respect, ensuring at all times that the integrity of the Council is not compromised in any way.

Complaints about councillors are considered initially by the Council's Monitoring Officer (who is also the Head of Legal Practice). When the Monitoring Officer receives a complaint about breach of the Code of Conduct, they consult one of two "Independent Persons" appointed by the Council. The role of the "Independent Persons" is to introduce external scrutiny of the complaints process. The Monitoring Officer

can respond to a complaint, can commission a formal investigation or can refer it for consideration by the Council's Standards Sub-Committee. The Council's Standards Sub-Committee is made up of three Councillors. During 2016-17, the Council received four complaints about the conduct of Councillors. Three of the complaints were rejected and one was resolved informally by means of an apology.

The first complaint related to a Councillors sharing of information supplied by a constituent with other councillors. The Councillor apologised for his mistake which was conveyed to the complainant who acknowledged and accepted the apology. No further action was deemed necessary by the Monitoring Officer.

The second complaint related to the participation of an executive Councillor at a meeting of the Strategy and Resource Committee and a failure to disclose a personal and prejudicial interest. Neither the Monitoring Officer nor the Independent Person felt there had been a breach of the Code of Conduct given that a decision to carry out a consultation (in relation to mooring) did not constitute a decision which would have brought the relevant section of the Code of Conduct (11.2(b)) into operation.

The third complaint also involved the same Committee and Councillor, namely Strategy and Resource Committee. In this instance the complainant incorrectly stated that the Councillor did not declare a personal interest as an appointed (by the Council) Conservator of the River Cam Conservancy. The minutes to the meeting clearly showed that the Councillor had declared a personal interest. The Monitoring Officer having consulted the Independent Person therefore dismissed the complaint.

The fourth complaint concerned the way in which a member conducted themselves while acting as a teller at the general election. While the role of a teller was outside the scope of the Monitoring Officer's remit being outside the role of a Councillor some interaction on social media did fall within the scope of the Code of Conduct. The complainant alleged that in responding to various comments the Councillor had breached the Code of Conduct. In responding to these it was the view of both the Monitoring Officer and the Independent Person that the Councillor did not breach the Code of Conduct. They expressed an opinion as part of an exchange on social media defending their actions with their view of events.

There were 3 complaints in 2011/12, 2 complaints in 2012/13, 3 complaints in 2013/14, 4 complaints in 2014/15 and 3 complaints in 2015/16. To find out more about the Council's Code of Conduct visit our website or contact the Council's Monitoring Officer Tom Lewis tom.lewis@3csharedservices.org.

Appendix 1

3 Year Service Analysis

2014/15 - 2016/17

Chief Executive

Corporate Strategy

	Stage 1	Stage 2	ICI	LGO
2014-15	1	0	0	0
2015-16	3	0	0	0
2016-17	4	1	0	0

Planning and Economic Development

Planning

	Stage 1	Stage 2	ICI	LGO
2014-15	44	1	1*	2
2015-16	60	11	3	0
2016-17	32	3	1	3**

*Shared Service ICI complaint

**1 LGO carried forward from 17/18

Fiona Bryant

Human Resources – No Complaints Received

Legal Services – No complaints Received

Finance – 1 complaint received in 2014/15

Property Services

	Stage 1	Stage 2	ICI	LGO
2014-15	2	0	1*	0
2015-16	2	0	0	0
2016-17	2	0	0	0

*Shared Service ICI complaint

Commercial Services

Parking Services

	Stage 1	Stage 2	ICI	LGO
2014-15	45	1	0	0
2015-16	26	2	0	0
2016-17	12	0	0	0

Bereavement Services

Column1	Stage 1	Stage 2	ICI	LGO
2014-15	13	0	0	0

2015-16	11	0	0	0
2016-17	1	0	0	0

Suzanne Hemingway

Customer Services

	Stage 1	Stage 2	ICI	LGO
2014-15	16	0	0	0
2015-16	39	0	0	0
2016-17	32	1	0	0

Community Services

	Stage 1	Stage 2	ICI	LGO
2014-15	29	0	0	0
2015-16	9	0	0	0
2016-17	23	7	0	0

Environmental Services

Environmental Health

	Stage 1	Stage 2	ICI	LGO
2014-15	9	1	0	0
2015-16	9	2	0	1
2016-17	22	2	0	0

Streets and Open Spaces

Column1	Stage 1	Stage 2	ICI	LGO
2014-15	62	5	1	0
2015-16	53	0	1	0
2016-17	75	7	2	0

Estates and Facilities

	Stage 1	Stage 2	ICI	LGO
2014-15	87	4	3	0
2015-16	98	11	0	0
2016-17	86	4	3	0

Housing Services

Housing Advice

	Stage 1	Stage 2	ICI	LGO
2014-15	36	1	0	2
2015-16	39	3	1	1
2016-17	60	5	0	0

City Homes

	Stage 1	Stage 2	ICI	LGO
2014-15	40	1	1*	0
2015-16	67	3	0	0

2016-17	78	1	1	0
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*Shared Service ICI complaint

Revenues and Benefits

	Stage 1	Stage 2	ICI	LGO
2014-15	29	1	0	0
2015-16	33	1	0	0
2016-17	35	1	0	0

Waste Services

	Stage 1	Stage 2	ICI	LGO
2014-15	60	1	0	0
2015-16	104	9	0	0
2016-17	105	2	0	0

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CAMBRIDGE CITY COUNCIL

REPORT OF: Strategic Director / Head of Finance

TO: Civic Affairs Committee

13 September 2017

WARDS: All

INTERNAL AUDIT PLAN 2017 / 2018: PROGRESS REPORT

1 INTRODUCTION

- 1.1 The purpose of this report is to provide members with an update on progress in delivering the annual Internal Audit Plan for 2017 / 2018. The original audit plan was agreed by Civic Affairs Committee on 15 February 2017.

2. RECOMMENDATIONS

- 2.1 Civic Affairs Committee is requested to note:

- Progress against the original audit plan together with the associated assurance levels established; and
- Any proposed amendments / re-phasing of the audit plan.

3 INTERNAL AUDIT PLAN 2017 / 2018 PROGRESS (Appendix A)

Work In Progress

- 3.1 The details within the Appendix are based on audit activities up to and including 31 August 2017.
- 3.2 Work has concluded on a number of audits which had been started in the previous year and these are reporting no adverse comments. Furthermore, a number of audits are in the process of being followed up due to previous weaknesses identified. Work has started on audits from the current plan and these are delivering reasonable results.
- 3.3 Steps have been taken to recruit a permanent Head of Internal Audit for the two authorities. Interviews are scheduled at the end of August 2017 and a verbal update will be provided at the meeting.
- 3.4 It is too early in the year to establish whether there will be a need for re-phasing of works and as a result no audits have been identified for deletion. Nevertheless, the area of highest risk within our audit plan remains the implementation of the financial management system. Considerable audit

resource has been put in to this critical project in the last 12 months and every effort will be made to see this through to a satisfactory conclusion.

- 3.5 Progress on implementation of agreed actions continues to be monitored and ongoing discussions are held with managers to ensure continued compliance.
- 3.6 Once the audit cycle is concluded, the overall results of the work set out in the Internal Audit plan will be reported in the production of the annual opinion by the Head of Internal Audit for this Committee.

4 IMPLICATIONS

(a) **Financial Implications**

None

(b) **Staffing Implications**

None.

(c) **Legal Implications**

The Council has a legal obligation to maintain an adequate and effective system of internal audit, and the council has delegated this responsibility to the Civic Affairs Committee and s.151 Officer. This report comments on Internal Audit performance relating to period ended 31 August 2017. There are no adverse legal implications relating to the reporting progress.

(d) **Risk Implications**

In terms of risk management, the Internal Audit Plan and its outcomes are a key part of the Council's risk management and assurance framework. The Internal Audit Plan is based on risk assessments that include a review of the Council's risk register.

(e) **Equality and Poverty Implications**

None

(f) **Environmental Implications**

None

(g) **Community Safety**

None

BACKGROUND PAPERS: The following are the background papers that were used in the preparation of this report:

Internal Audit Plan 2017 / 2018
Public Sector Internal Audit Standards, 2017

To inspect these documents contact Steve Crabtree on extension 8181. The author and contact officer for queries on this report is Steve Crabtree.

Report file:

Date originated: 04 September 2017

Date of last revision: 04 September 2017

APPENDIX A

HEAD OF INTERNAL AUDIT

INTERNAL AUDIT PLAN 2017 / 2018: PROGRESS REPORT

1. INTRODUCTION

- 1.1 The purpose of this report is to bring the Civic Affairs Committee up to date with progress made against the delivery of the 2017 / 2018 Internal Audit Plan, as at August 2017. The information included in the progress report will feed into and inform our overall opinion in the annual Head of Internal Audit (HoIA) report issued at the year-end. This opinion will in turn be used to inform the Annual Governance Statement included in the Statement of Accounts and signed by the Chief Executive and Leader of the Council.
- 1.2 Where appropriate each report we issue during the year is given an overall opinion based on four levels of assurance: **FULL; SIGNIFICANT; LIMITED** and **NO**.
- 1.3 To obtain the level of assurance, this is partly based on the number of type of recommendations we make in each report and is for any control weakness that jeopardises the complete operation of the service. The prioritisation of these being: **CRITICAL; HIGH; MEDIUM** and **LOW**.
- 1.4 It is managers' responsibility to ensure that effective controls operate within their service areas. However, we undertake follow up work to provide independent assurance that agreed actions arising from audit reviews are implemented in a timely manner.

2. AUDIT TEAM / RESOURCES / OUTPUTS

- 2.1 Since our last report to Civic Affairs Committee (June 2017); the following issues are brought to Members attention:
- Recruitment for the permanent Head of Internal Audit for Cambridge City Council and South Cambridgeshire District Council continued. Following an unsuccessful recruitment exercise in April 2017, the Council has used Hays Recruitment to look for appropriate candidates for the post. 29 applications were received and following scrutiny and evaluation this was reduced to 4 for interview. These were scheduled for the end of August 2017;
 - A temporary agency auditor has been appointed in August 2017 for a minimum period of 3 months to continue to assist with the delivery of the agreed plan;
 - There have been an inordinate number of non-audit activities / investigations within the first 5 months of the year. Six have been received up to end of August which has taken priority in terms of resources. In addition, work continues on the National Fraud Initiative;
 - Where audit reviews have been completed, the time spent on each job are included; and
 - Ongoing dialogue across the Council continues to see improved monitoring and implementation of agreed actions.

2.2 It is too early in the audit year to provide an opinion on the internal controls operating across the Council that have been subject to audit and with the works undertaken in their infancy there are no significant issues to be brought to the Committees' attention.

3. RE-PHASING OF AUDIT PLAN

3.1 Previous years have seen requests to re-phase the audit plan or delete audits and replace with new risk areas. Subject to there being no additional non-audit activities during the remainder of the year, at this present moment, there are no proposals to amend the agreed Audit Plan.

4. IMPLEMENTATION OF ACTIONS

4.1 Progress has been made in the implementation of audit actions across the whole Council. A number of actions are being verified with managers and a further update will be provided at the Committee.

AUDIT PLAN COVERAGE: 2017 / 2018 PROGRESS**(INFORMATION AS AT AUGUST 2017)**

CORE SYSTEM ASSURANCE WORK	
Core systems are those that are fundamental to providing control assurance for internal financial control and allow the s151 officer to make his statement included in the Annual Accounts on the reliability of the supporting financial systems.	
Insurance	Commenced Quarter 2. In progress
Treasury Management	<i>Scheduled Quarter 3</i>
VAT	Commenced Quarter 2. In progress
Accounts Receivable	<i>Scheduled Quarter 4</i>
Housing Benefits	2 audits are to be completed on behalf of Ernst and Young, based around Modules. Module 2 has been completed and Module 5 is in progress
Council Tax	<i>Scheduled for Quarter 4</i>

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ANNUAL GOVERNANCE AND ASSURANCE FRAMEWORK	
Each year the Council is obliged to issue a statement on the effectiveness of its governance arrangements. This section details audit work that specifically relates to the production of the Annual Governance Statement	
Organised Crime Procurement Review	<i>Scheduled for Quarter 3</i>
Annual Audit Opinion	COMPLETED. Civic Affairs Committee – June 2017
Prevention of Fraud and Corruption	COMPLETED. Civic Affairs Committee – June 2017
Annual Governance Statement	COMPLETED. Civic Affairs Committee – June 2017

OBJECTIVE 1...DELIVERING SUSTAINABLE PROSPERITY FOR CAMBRIDGE AND FAIR SHARES FOR ALL

Community Infrastructure Levy	In progress. Ongoing monitoring of development of CIL, awaiting local plan adoption and its impact.
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OBJECTIVE 2: TACKLING THE CITY'S HOUSING CRISIS AND DELIVERING OUR PLANNING OBJECTIVES

Disabled Facilities Grant	<i>Scheduled for Quarter 3</i>
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Service Charges (Tenants)	<i>Scheduled for Quarter 4</i>
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Ditchburn Place	<i>Scheduled for Quarter 4</i>
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Housing Delivery	<i>Scheduled for Quarter 3</i>
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OBJECTIVE 3: MAKING CAMBRIDGE SAFER AND MORE INCLUSIVE

Use of Social Media	<i>Scheduled for Quarter 3</i>
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Safeguarding	Commenced Quarter 2. In progress.
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Street Traders / Market Licences	<i>Scheduled for Quarter 3</i>
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Food Safety Standards	<i>Scheduled for Quarter 4</i>
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Clay Farm	In progress. Ongoing monitoring of development and review
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OBJECTIVE 4: INVESTING IN IMPROVING TRANSPORT	
Car Park Permits	<i>Scheduled for Quarter 4</i>
Car Park Projects	Commenced Quarter 2. Overview of project for replacement of equipment.
Garage Commercialisation	Commenced Quarter 2. Linked in to issues raised as part of non-audit activities request.

OBJECTIVE 5: PROTECTING OUR CITY'S UNIQUE QUALITY OF LIFE	
Flood Assessments	<i>Scheduled for Quarter 4</i>
Leisure	<i>Scheduled for Quarter 3</i>
Sports Projects	Commenced Quarter 2. In progress.

OBJECTIVE 6: PROTECTING ESSENTIAL SERVICES AND TRANSFORMING COUNCIL DELIVERY

Electoral Register	<i>Scheduled for Quarter 3</i>
Key Performance Indicators / Balanced Scorecard	<i>Scheduled for Quarter 3</i>
Office Accommodation Strategy	<i>Scheduled for Quarter 4</i>
TUPE	<i>Scheduled for Quarter 4</i>
Contract Management: Temporary Agency Workers	<i>Scheduled for Quarter 3</i>
Commercial Property	<i>Scheduled for Quarter 4</i>
Portfolio Investments	<i>Scheduled for Quarter 4</i>
Financial Management System	Ongoing provision of scrutiny and challenge to the project. Number of updates have been provided to the Project Board
ICT	<i>Scheduled for Quarter 4</i>
Transformation Projects	<i>Scheduled for Quarter 3</i>
Shared Services	Commenced Quarter 1. In progress
Cash Handling	<i>Scheduled for Quarter 3</i>
Job Recording Procedures	<i>Scheduled for Quarter 4</i>
Building Control Fees	<i>Scheduled for Quarter 4</i>

OBJECTIVE 7: TACKLING CLIMATE CHANGE AND MAKING CAMBRIDGE CLEANER AND GREENER

Gas Maintenance	<i>Scheduled for Quarter 3</i>
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FOLLOW UP PROVISION (ESTIMATE 30 DAYS)	
Achievement of Income & Savings	<i>Scheduled for Quarter 3</i>
Homelessness	Commenced Quarter 1. In progress.
Housing Advice Grants to Voluntary Organisations	Commenced Quarter 1. In progress
Asbestos Management	Commenced Quarter 1. In progress
BACS	<i>Scheduled for Quarter 3</i>
Streets & Open Spaces Project Delivery	<i>Scheduled for Quarter 3</i>

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UNPLANNED ACTIVITIES: PROJECT MANAGEMENT / GENERAL ADVICE / REQUESTED WORKS (ESTIMATE 30 DAYS)
There have been no requests as at August 2017. Time has been reallocated to cover investigations (see below).
UNPLANNED ACTIVITY: FRAUD / IRREGULARITY / SPECIAL INVESTIGATIONS – E.G. ALLEGATIONS OF BREACHES OF OFFICER CODE OF CONDUCT / WHISTLEBLOWING (ESTIMATE 30 DAYS)
SIX cases have been referred to Internal Audit between April and July 2017; across all Directorates, which has taken priority in relation to the audit plan. In addition, addition time has been spent on undertaking the National Fraud Initiative exercise (which was identified as being reassigned within the Council within the business case but has remained within Internal Audit).
RISK MANAGEMENT (ESTIMATE 30 DAYS)
Regular updates are provided to Heads of Service / Line Managers on managing their risks

CAMBRIDGE CITY COUNCIL

REPORT OF: Returning Officer

TO: Civic Affairs Committee

13/9/2017

WARDS: All

REVIEW OF ELECTIONS HELD ON 4 MAY & 8 JUNE 2017

1 INTRODUCTION

- 1.1 The purpose of this report is to update Members on the Cambridgeshire County Council and Cambridgeshire & Peterborough Combined Authority elections held on 4 May 2017 and the UK Parliamentary general election held on 8 June 2017.

2. RECOMMENDATIONS

- 2.1 That the Committee notes this report and provides feedback to the Returning Officer on issues it would like to be considered in the management of future polls.

3. GENERAL BACKGROUND

- 3.1 On 4 May 2017, elections were held for Cambridgeshire County Council and the elected Mayor for the newly-formed Cambridgeshire and Peterborough Combined Authority. A by-election was also held in the Arbury city council ward.
- 3.2 The Returning Officer for elections to the county council is the Director of Corporate and Customer Services at Cambridgeshire County Council. However, the responsibility to manage and deliver the poll lies with an appointed Deputy Returning Officer in each of the five local authority areas within the county council area. The Chief Executive is appointed as such in Cambridge.

- 3.3 The management of the Cambridgeshire and Peterborough Combined Authority election falls within the remit of the Combined Authority Returning Officer: the Chief Executive of East Cambridgeshire District Council. Each of the six local authorities in the combined authority area remain independently responsible for conduct of the poll, with delivery of the poll the responsibility of the local Returning Officer, again the Chief Executive in Cambridge.
- 3.4 On 18 April 2017, the Prime Minister announced that a UK-wide Parliamentary election (general election) would take place on 8 June 2017.
- 3.5 At a general election, the appointed Returning Officer for the Cambridge Borough Constituency (all wards except Queen Edith's) is the Mayor. This is an historic appointment and wholly ceremonial with only two legal functions; to receive the Writ and to declare the result. The responsibility for the management and delivery of the election belongs to the Acting Returning Officer and again this is the Chief Executive in Cambridge.
- 3.6 All following references to the Returning Officer are to be taken as a reference to the Acting Returning Officer or Deputy Returning Officer: meaning the Chief Executive duly appointed in the role.
- 3.7 At all polls, the Returning Officer appoints deputies with full powers to ensure that all legal aspects of the polls are covered and to allow them to act in the event the Returning Officer becomes unavailable. The Head of Corporate Strategy, the Democratic Services Manager and the Electoral Services Manager were appointed as deputies for all polls.
- 3.8 Each year the relevant polls are managed as discrete projects. The Election Steering Group is chaired by the Returning Officer and attended by all deputies. The Election Steering Group's remit is to review progress against the project plan and advise the Returning Officer on matters arising.
- 3.9 A Project Team is chaired by the Electoral Services Manager and includes all staff within Electoral Services, as well as a range of officers from across the authority who have specific roles within their service area, for example; Customer Services, 3CICT and the Facilities team. The project team reports to the steering group.
- 3.10 Externally, communication is also maintained with the Police, Royal Mail and other relevant parties in order to ensure successful delivery of the poll.

4. COUNTY COUNCIL ELECTIONS, COMBINED AUTHORITY ELECTION & CITY COUNCIL BY-ELECTION – 4 MAY 2017

Candidates and Agents

- 4.1 Local political parties and other interested parties were contacted in early February with information about the nomination and election process. Given the poor turnout at candidate and agent briefings in previous years, a full meeting was not arranged but one-to-one meetings offered with individuals. The offer was not taken up by any agent, but regular telephone and e-mail contact was maintained.

Promotional Activity

- 4.2 Promotional activity was focussed on council publications, website & social media channels. Further information was circulated via University publications and direct e-mails to students.
- 4.3 Additional promotional activity was limited as the post of Electoral Services Support Officer, whose role is to coordinate voter engagement and outreach activity, was vacant during the election period.

Correspondence

- 4.4 Contact from residents was greater leading into the May 2017 elections compared to similar polls held in May 2016. This can be accounted for because of the Parliamentary election being called two weeks before the poll. The chart below compares contact levels for the five weeks leading up to, and including, polling day against previous polls.

Contact Method	<i>4 May 2017 County & Combined Authority</i>	<i>5 May 2016 City & PCC</i>	<i>7 May 2015 City & Parliamentary</i>
E-mails	1,730	1,583	2,482
Telephone calls into CSC	1,173	955	3,592

Training

- 4.5 As is the practice, every person working at a polling station was required to receive training – if they did not attend the training, they

were not employed. Training was developed locally based on previous programmes and local experience as learning points. Six face-to-face training sessions were delivered (two more than in 2016) and on-line training was made available only to those staff who had attended face-to-face training within the previous 12 months.

Voter Registration

- 4.6 For the May polls, a total of 1,770 electors were added to the register in advance of the poll.
- 4.7 A total of 87,020 electors were eligible to vote in the Cambridge city area on 4 May.

Absent Voting

- 4.8 Postal vote packs were issued in-house. A total of 12,237 (14.1%) electors registered for a postal vote, an increase of 4.4% on the May 2016 elections. The total number re-issued due to being reported as lost or not-received was 33, in contrast to 19 at the May 2016 polls.
- 4.9 The vast majority of postal votes are issued as soon as possible after the deadline for applications, which was 18 April. The first postal votes were issued on 20 April, with those postal votes made close to the deadline issued on 21 April.
- 4.10 Current legislation requires that electors added to the register at the final deadline and who have also made an application for a postal vote, must wait until they are included on the register before the postal vote can be issued. Therefore these elector's postal packs were issued on 26 April, the date of the final update to the register before 4 May.
- 4.11 Five postal vote opening sessions were conducted with 8,591 (70.2%) postal votes returned for inclusion in the count (72.8% in May 2016). Signature and date of birth checking was carried out on all returned postal votes, and the following numbers were rejected:
- 106 (1.2%) were rejected because either the date of birth and/or signature was absent from the security statement.
 - 54 (0.6%) were rejected due to either an invalid signature and/or date of birth (1.0% in 2016); these personal identifiers on the security statement did not match the original postal vote application.
 - 13 (0.2%) were rejected due to either the ballot paper or security statement not being returned in the envelope.

A total of 173 (2.0%) postal votes were rejected, compared to 2.4% at the May 2016 polls.

- 4.12 There were 174 electors who voted by proxy and three emergency proxies were issued.

Polling Stations

- 4.13 There were 49 polling stations, staffed by 49 Presiding Officers and 104 poll clerks. Two new polling station sites were required following a change to the County Council division boundaries, which resulted in an increase in polling districts from 35 to 45. Most electors were accommodated at existing polling station locations.
- 4.14 The new polling stations were located at the New Chesterton Institute (NCI Club) on Holland Street and at the Churchill College campus in Storey's Way. There were no significant problems at either station but signage was an issue at Churchill College due to the number of different pedestrian routes to the location.
- 4.15 The changes to the County division boundaries meant that around 9% of the electorate were allocated to different polling stations from previous years. Despite issuing information to householders on the change of station location, there was still some confusion; with electors attending their old station 'out of habit'.
- 4.16 There were no reported queues at polling stations during the day. Although stations with significant student numbers continue to have particular challenges because students do not always know under which address they are registered. There were no queues at 10pm when stations closed.
- 4.17 Four polling station Inspectors were responsible for overseeing station progress and visited each station at least twice during the course of the day. This was in addition to the Returning Officer visiting all polling stations.
- 4.18 Four polling stations were running a triple poll, due to the city council by-election in Arbury ward. Extra poll clerks were appointed to these stations and no issues were reported.

The Count

- 4.19 Due to the combination of County and Combined Authority elections, arrangements for the count had to be managed in conjunction with the respective Returning Officers, who had directed that the verification of both polls take place after the close of poll on

Thursday, with the County count being held from 9 am on Friday 5 May and the Combined Authority count taking place from noon that day.

- 4.21 Staffing for both Thursday night and Friday was six counters per division, with both the large and small halls in use. The limitations of our accommodation means this is the maximum number of counting staff we can accommodate, which in turn affects the speed of the count. This year, the final county division result was declared at 11:52 am. Turnout at the County council election in Cambridge was 42.2%.
- 4.22 The count of ballot papers for the Combined Authority election commenced at noon on Friday 5 May, with the stage one totals for Cambridge submitted to the Combined Authority Returning Officer at 3:16 pm, and stage two totals submitted at 5:14 pm. Turnout for the Combined Authority election in Cambridge was 42.2%.
- 4.23 As in previous years, the reserve count venue was the University Sports Centre on the West Cambridge site. This is in line with our disaster recovery plan.

Complaints

- 4.24 Six complaints were received from electors, upset that their polling station location had changed from previous polls. The changes were necessitated by the review of county council division boundaries, which took them out-of-line with the city council ward boundaries.
- 4.25 It was then not possible, in the short time-frame given, to identify and secure polling stations for the new polling districts; meaning electors were allocated to the nearest polling station in the correct county division that had the capacity to take the required number of electors. In some cases this was not, physically, the nearest polling station and some electors were justifiably unhappy.
- 4.26 There will be a review of polling stations before the next scheduled elections in May 2018, informed by our experience in May 2017, where newly identified buildings or reallocation of electors will hopefully be less of an issue for those electors affected.

5. UK PARLIAMENTARY ELECTION – 8 JUNE 2017

- 5.1 The Prime Minister announced on 18 April that a snap general election would be held on Thursday 8 June 2017. This allowed just over seven weeks (39 working days) to organise and deliver a major poll that would ordinarily take months to plan.

- 5.2 Given that the announcement was made just over two weeks before the scheduled county council elections and the first election for a combined authority mayor, it cannot be underestimated the challenge that this created for the electoral services team. In common with many election teams across the country, one core team member cancelled their holiday to ensure the successful delivery of the poll.
- 5.3 An agency worker was already in place to cover a staff vacancy, but with the announcement of the general election, extra temporary support was drafted in from the Democratic Services team to assist with the vast increase in workload that had suddenly been created.
- 5.4 At a Parliamentary election, the Queen Edith's ward falls within the South Cambridgeshire constituency and so management of those polling stations is the responsibility of the Returning Officer for the South Cambridgeshire constituency. Communication with the election team at South Cambridgeshire district council was maintained for the duration of the election period and the arrangements worked well with our partner.
- 5.5 The Management arrangements for this poll were as outlined in 3.5 and 3.6 above.

Election Agents

- 5.6 Due to the short timescales, no formal briefing was arranged and it was difficult to establish who the agents would be, given that in some cases, party candidates had not yet been selected.

Promotional Activity

- 5.7 Again, there was no time to organise local publicity for the poll, however the Electoral Commission managed a national publicity campaign and there was also a large amount of publicity generated through national and local news and media outlets.

Correspondence

- 5.8 Customer contact in the lead-up to 8 June was high. The table below illustrates the contact for national polls since 2015 as total customer contact received in the five weeks prior to polling day:

Contact Method	8 June 2017 UKPE	23 June 2016 Referendum	7 May 2015 City & Parliamentary
E-mails	3,469	3,789	2,482

Telephone calls into CSC	3,381	3,362	3,592
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5.9 Note that the above figures do not include the two weeks between the announcement of the general election and the official start of the election period. It is not possible to separate out contact for the county & combined authority from the parliamentary. These are included as part of the statistics shown in paragraph 4.5 and would account for the inflated figures in that table.

Training

5.10 Again, the lack of time to prepare for the poll meant that the usual practice of providing training for all polling staff was not possible. Any staff member who had worked on the May polls was not required to attend training, instead only those who had not worked in May or were being promoted to Presiding Officer were required to attend face-to-face training.

Voter Registration

5.11 A total of 9,040 people registered to vote in advance of the general election. This is a significant number of registrations, in comparison to the June 2016 referendum when 6,564 new electors were added.

5.12 Between the announcement of the general election on 18 April and the deadline to register to vote, 10,440 applications to register were received. 1,400 (15%) of the applications made were either already registered to vote or a duplication of a recently made application.

5.13 99.3% of applications were made online via the government website. This is significantly higher than the national average which is around 77%.

5.14 A total of 78,544 electors were eligible to vote in the Cambridge constituency on 8 June. This is a lower figure than in the local election as not everyone who can vote in a local election can vote in a Parliamentary election.

Absent Voting

5.15 A total of 13,217 electors (16.8%) registered to vote by post. The total number re-issued due to being reported as lost or not received was 39.

5.16 Postal vote packs to overseas electors were issued on 19 May and postal packs to UK addresses were issued on 20 May and 25 May.

This was the very earliest dates that they could be issued: essentially as soon as the candidates were confirmed and the ballot papers could be printed or as soon as the elector was registered to vote.

5.17 Eight postal vote opening sessions were conducted with 11,432 (86.5%) postal votes returned (89.7% in June 2016). Signature and date of birth checking was carried out on all returned postal votes, and the following numbers were rejected:

- 115 (1.0%) were rejected because either the date of birth and/or signature was absent from the security statement.
- 44 (0.4%) were rejected due to either an invalid signature and/or date of birth (0.7% in June 2016); these personal identifiers on the security statement did not match the original postal vote application.
- 18 (0.2%) were rejected due to either the ballot paper or security statement not being returned in the envelope.

A total of 177 (1.5%) of returned postal votes were rejected, compared to 1.6% at the June 2016 poll.

5.18 1,095 electors (1.4%) registered to vote by proxy, ten times the number that voted that way in the May polls. 26 emergency proxies were issued, a significant increase from the May polls.

Polling Stations

5.19 There were 47 polling stations in the constituency on 8 June. These were staffed by 47 Presiding Officers and 102 poll clerks, with 11 polling station assistants assigned at all double stations. Again, four Inspecting Officers each oversaw a designated area.

5.20 Two polling stations were different from May because it was not possible to secure the premises at such short notice. In Newnham, a temporary unit was located on the Cambridge University rugby ground, instead of the usual site at Trinity Old Field Pavilion. The rugby ground had been used as a polling location in the past and no issues were reported there on polling day.

5.21 A temporary unit was also located at the North Cambridge Academy in King's Hedges division, due to the Arbury Community Centre being unavailable. The unit delivered was not as specified and was not adequate in size. During the day several complaints were received around accessibility, secrecy and general unsuitability. The location of the unit on the site was also raised, however it had been agreed in advance with the Academy so as to prevent disruption to students who were in the middle of exams and minimise any safeguarding

issues. Following the poll, the issue of the unit size was taken up with the company involved and an apology and a reduction in the cost was negotiated.

- 5.22 Queuing at some polling stations was again a factor on the day itself, and this was monitored by the election office with Presiding Officers, and there were no queues reported at the close of poll.

The Count

- 5.23 The timing of the count is provided for in legislation; which requires the count to be held after the close of poll. Counting into favour is required to be started by 2am on the Friday after the poll.
- 5.24 Both the Large and Small halls at the Guildhall were utilised with a total of 78 count assistants, seven count supervisors and six assistant supervisors.
- 5.25 Turnout in Cambridge for the parliamentary election was 71.4%, higher than the national turnout of 68.7%. The declaration of the result for the Cambridge constituency was made by the Returning Officer at 2.55 am.

Security

- 5.26 Security for the general election was increased at the request of the Home Office and Police following recent terror incidents in other parts of the country. Security advice was provided to candidates, extra briefings were given to polling staff and communication with owners/managers of all buildings with a polling station was steady.
- 5.27 In addition to the usual Police attendance at polling stations on polling day, extra officers were assigned to the area, with further units available in the county if required. Police presence at the count is usually very discrete, but was increased and visible for the June poll.
- 5.28 In terms of expected incidents the poll was very quiet, with no reports made to the Police.

Complaints

- 5.29 Other than those mentioned in 5.21 above, no other complaints have been recorded following the 8 June poll.

6. CONSULTATIONS

Election agents were asked for their feedback on the relevant poll, but none was received. All councillors have been sent a copy of this report and any feedback will be reported.

7. CONCLUSIONS

- 7.1 The May and June elections were generally well-run, but not without their challenges and as always some minor areas for improvement.
- 7.2 The unscheduled general election called for 8 June resulted in an enormous amount of unplanned work and extended the length of time that the election team worked excessive hours. Despite the established project plan and well-rehearsed processes, snap elections are stressful and complex due to the extremely condensed timescales involved. Good planning and team work were major factors in ensuring that the poll went smoothly and problems that were encountered in other parts of the country did not occur.
- 7.3 The intended move to a count location outside of the City centre was not implemented for the 2017 polls due to staff resourcing, however the intention is now to look at the possibility of moving the count for the May 2018 city council elections to the University Sports Centre.

8. IMPLICATIONS

- (a) **Financial Implications** - There are no financial implications resulting from this report. The county council and combined authority polls are funded by those authorities. The parliamentary election is funded by central government.
- (b) **Staffing Implications** – No direct implications. The Electoral Services Support Officer is currently in recruitment for a fixed term to cover the current post holder's secondment and will further support the election team through the city council elections in May 2018.
- (c) **Equality and Poverty Implications** - An equality impact assessment is in place for electoral events and is reviewed annually in light of changes to polling station premises.
- (d) **Environmental Implications** – Nil.
- (e) **Procurement** – none required.
- (f) **Consultation and communication** – Feedback from key stakeholders has been sought and will be reported verbally to the Committee. Upon publication, the report will be highlighted to stakeholders.
- (g) **Community Safety** – not applicable.

BACKGROUND PAPERS: Elections equality impact assessment.

To inspect these documents contact Vicky Breading on extension 7057.

The author and contact officer for queries on the report is Vicky Breathing on extension 7057, vicky.breathing@cambridge.gov.uk.

Report file:

Date originated: 01 September 2017

Date of last revision: 01 September 2017

CAMBRIDGE CITY COUNCIL

REPORT OF: Democratic Services Manager

TO: Civic Affairs Committee

13/09/2017

WARDS: None directly affected

MUNICIPAL YEAR 2018/19 (INDICATIVE)

1 INTRODUCTION

The report seeks comments and approval of the Council's meeting calendar for the Municipal Year 2018/19 (indicative).

2. RECOMMENDATIONS

To comment on the meetings calendar (in particular the changes highlighted in 3.3 and 3.4) and delegate final approval to the Chief Executive in consultation with Group Leaders.

3. BACKGROUND

3.1 This committee sets the forward programme of dates for the Council and committee meetings, with Group Leaders having seen the draft calendar for any prior comment. The four Area Committees agree dates at respective meetings in February-April each year.

3.2 The calendar avoids main school holidays and political party conferences where possible. The calendar avoids clashes with meetings of the Greater Cambridge Partnership, Combined Authority, County Council and South Cambs District Council. Each body sets its own calendar at different points in the year and co-ordination is obviously important. The new format of calendar includes key partner meetings and will be updated and re-circulated when more dates are known.

Changes

3.3 2018 will see a meeting of this committee in late July rather than late June, (as considered by committee at its meeting on 28 June), because of the statutory changes being brought in to sign off local authorities Statement of Accounts earlier.

3.4 There are options requiring a committee decision concerning the date of Full Council in February and April 2019. In February, S&R(2) which scrutinises the amendments to the Executive's budget is due to meet on the Monday of Council week (also when Group meetings take place). S&R (2) can't meet earlier because of the timescales included in the Budget Amendment Procedure Rules. The alternative is to move Council to the following week which is half-term. In April 2019, the Easter bank holiday is late. Council could meet in the first week of the school holidays (which is not the week of Good Friday) or meet in the week before the local elections.

3.5 The calendar is indicative as currently underway is a review of the council's committees involving Group Leaders, the Chair of Civic Affairs Committee and the Chief Executive, which may recommend some changes.

4. **CONSULTATIONS**

Group Leaders, the Monitoring Officer and s151 Officer have been consulted on the proposed calendar.

5. **OPTIONS**

The Committee can suggest alternatives to the calendar proposed.

6. **IMPLICATIONS**

(a) **Financial Implications** n/a

(b) **Staffing Implications** n/a

(c) **Equality and Poverty Implications**

The calendar spreads the meetings across days of the week (Monday-Thursday) and hours of the day. There are more meetings in the late afternoon/evening to suit current councillor preferences.

(d) **Environmental Implications**

(e) **Procurement**

(f) **Consultation and communication**

(g) **Community Safety**

All n/a

BACKGROUND PAPERS: The following are the background papers that were used in the preparation of this report: None

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Date originated: 31 August 2017

Date of last revision: 31 August 2017

DRAFT Cambridge City Council Meeting Dates May 2018- May 2019

MEETING	TIME	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APRIL	MAY
Council	Thursday 18:00	24-11am		19			18				14 or 21		11 or 25	23-11am
Community Srvs	Thursday 17:00		28				4			17		21		
Environment	Tuesday 17:30		26				2			15		19		
Housing	Tuesday 17:30		19			27-Thurs				16- Wed		12		
S&R	Monday 17:00			2			8			21	11	25		
Civic Affairs	Wednesday 18:00	14		25			10			30				13
Full Licensing	Monday 10:00			9			1			28		18		
Planning	Wednesday 10:00		6	4	1+29		3	7	5	9	6	6	3+24	
Jnt Dev Control	Wednesday 10:30		20	18	15	19	24	21	19	23	13	13	17	
DPSSC	Tuesday 16:30		5	24		18			11		26			
CLHP	Thursday 12:00		28			20		15				7		

Area Committees set their own dates and times in March/ April 2018

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Greater Camb Partnership*														
Combined Authority		30												

* Dates are agreed to Dec 2017 at time of writing.

The Executive meet on 24 Jan 2019
2018 Lib Dem Party Conference- TBC
2018 Labour Party Conference- TBC

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