



**GREAT YARMOUTH**  
BOROUGH COUNCIL

# **AGENDA**

**for the**

**SCRUTINY COMMITTEE**

**24 November 2008**

**at 6.00 pm**

**LARGER PRINT COPY AVAILABLE  
PLEASE TELEPHONE: 01493 846325**

**SCRUTINY COMMITTEE**

To be held in the Supper Room, Town Hall, Great Yarmouth  
on Monday, 24 November 2008 at 6.00 pm

**A G E N D A**

**DECLARATIONS OF INTEREST**

You have a **PERSONAL INTEREST** in a matter being discussed at a meeting IF

- It relates to something on your Register of Interests form; or
- A decision on it would affect you, your family or friends more than other people in your Ward.

You have a **PREJUDICIAL INTEREST** in a matter being discussed at a meeting IF

- It affects your financial position or that of your family or friends more than other people in your Ward; or
- It concerns a planning or licensing application you or they have submitted
- **AND IN EITHER CASE** a reasonable member of the public would consider it to be so significant that you could not reach an unbiased decision.

If your interest is only **PERSONAL**, you must declare it but can still speak and vote. If your interest is **PREJUDICIAL**, you must leave the room. However, you have the same rights as a member of the public to address the meeting before leaving.

**1. MINUTES**

... To confirm the minutes of the meeting held on 20 October 2008 (pages 1-3).

**2. FORWARD PLAN**

... The Committee will be asked to consider the Forward Plan for the period 1 October 2008 to 31 January 2008 (page 4).

**3. PERFORMANCE INDICATORS**

... The Committee will be asked to consider the Performance Indicators for the period 1 April 2008 to 30 September 2008 (pages 5-13) (Colour copy attached for Members under separate cover).

**4. SECTION 106 FUNDS**

The Committee will be given a verbal update by the Head of Financial Services on the current position of Section 106 Funds.

**5. CONCURRENT AND NON CONCURRENT FUNDING FOR PARISH COUNCILS**

The Head of Financial Services will give a verbal report on concurrent and non concurrent funds.

**6. STAFF ACCOMODATION**

The Head of Customer Services will provide the committee with an update on the staff accommodation issue.

**7. WORK PROGRAMME 2008/09**

... The Work Programme for 2008/09 is attached (pages 14-17).

**8. DATE OF NEXT MEETING**

To note the date of the next Scrutiny meeting as Monday, 5 January 2009 at 6.00 pm.

**9. EXCLUSION OF PUBLIC**

In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-

"That under Section 100(A)(4) of the Local Government Act, 1972, the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph(s).....Part 1 of the Schedule 12(A) of the said Act."

\* \* \* \* \*

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**SCRUTINY COMMITTEE**

**20 October 2008 – 6.00 pm**

**PRESENT:**

Councillor Williamson (in the Chair), Councillors Barker, Burroughs, M Coleman, Collins, Pettit and Reynolds.

Councillor Holmes attended as substitute for Councillor Field, Councillor Cook attended as substitute for Councillor S Hacon and Councillor Butcher attended as substitute for Councillor Weymouth.

Mr R Packham, (Managing Director); Mr S Duncan, (Head of Financial Services) and Mr R Hodds, (Member Services Manager and Scrutiny Officer).

Apologies for absence were received from Councillors Field, Page and Weymouth.

**1. MINUTES**

The minutes of the meeting held on 15 September 2008 were confirmed.

**2. JOINT SCRUTINY PANEL FOR LSP/LAA'S IN NORFOLK**

The Member Services Manager and Scrutiny Officer reminded the Committee that at its last meeting it was agreed that Councillor Williamson should be nominated to serve on the Joint Scrutiny Panel. However, as Councillor Williamson was already a Board member, he would no longer be able to serve on the Joint Scrutiny Panel and accordingly members were asked to nominate an alternative representative.

**RESOLVED:**

That Councillor Collins be nominated to serve on the Joint Scrutiny Panel for LSP/LAA's in Norfolk.

**3. FORWARD PLAN – 1 SEPTEMBER TO 31 DECEMBER 2008**

The Committee received the Forward Plan for the period 1 September to 31 December 2008.

#### 4. PERFORMANCE INDICATORS

The Committee considered the performance indicators for 2008/09 across all Council services, as selected using the risk reporting matrix. The report summarised performance in the first three months of 2008/09 (1 April to 30 June inclusive).

**RESOLVED:**

That the performance indicators report for the period 1 April to 30 June 2008 inclusive be received.

#### 5. POST IMPLEMENTATION REVIEW OF MANAGEMENT STRUCTURES

The Committee considered the Managing Director's report on the Post Implementation Review of Management Structures. The Managing Director reported that his report reviewed the effectiveness of the new management structure introduced by the Council in 2007. Internal and external evidence suggests that overall the structure was operating well, however, there were some areas for improvement and a number of recommended actions were detailed in the Managing Director's report for endorsement. In particular, the Committee considered the recommended actions in respect of the New Management Structure; the standards for customer care and behaviour; governance issues; service issues; customer focus; and performance driven.

In discussing the Managing Director's report, members agreed that customer focus was an essential part of the management process together with the relationship with the Council's customers. The Committee also acknowledged that the Borough Council as an organisation was moving forward as a result of the revised management structures.

Following consideration of the report by the Scrutiny Committee and by the Corporate Management Board, the Managing Director reported that this would result in an action plan being finalised which would have agreed milestones.

**RESOLVED:**

That the Managing Director's report on the Post Implementation Review of Management Structures be noted and that the recommended actions contained within the report be endorsed as the basis of an improvement plan to be taken forward by the Executive Board.

#### 6. 2008/09 BUDGET MONITORING

The Committee considered the Head of Financial Services' report which presented a general fund revenue budget performance review and capital programme as at 30 September for the six months from 1 April to 30 September 2008.

In discussing the report, the Committee raised the following issues:-

- Reference to a net overspend of £67,000 from Property, Leisure and Tourism budget when in fact this overspend is attributable to Property only.
- What protection is there to the Borough Council following the termination of leases on Council owned property.
- The potential loss of income from the Market and other properties.

- The potential to earn income with regard to licensing of outside seating areas.
- Have all the issues been risk managed.

The Head of Financial Services advised members that Heads of Department discussed with their individual Service Unit Managers every month under performing budget lines.

The Head of Financial Services also gave an update with regard to the present position of the Council in respect of its investment with Heritable Bank.

**RESOLVED:**

(i) That the Head of Financial Services' 2008/09 Budget Monitoring report be received.

(ii) That further consideration be given to the issues outlined above as a result of members' discussion of this report to the next meeting, in particular, on property asset issues by the Head of Regeneration and Environment.

**7. SECTION 106 FUNDS**

The Committee considered the Head of Financial Services' report which gave details of the Section 106 monies available in the Borough.

In discussing the report, members agreed that further detailed information was required in respect of Section 106 funds, particularly on the need to show where money has been spent and allocated over the past ten years and to also detail what money is now available to be spent and for what purpose this money could be spent on. There was also a need to specify whether matched funding would be required in certain circumstances.

**RESOLVED:**

That the Head of Financial Services' report be noted and that he be requested to submit a further detailed report giving information as to where Section 106 monies had been spent and allocated in the past ten years and to also detail funds that are available now and on what projects these funds could be spent.

**8. DATE OF NEXT MEETING**

Members noted that the next Scrutiny meeting would be held on Monday, 24 November 2008 at 6.00 pm.

**9. CLOSURE OF MEETING**

The meeting ended at 7.20 pm.

GREAT YARMOUTH BOROUGH COUNCIL

FORWARD PLAN LISTING KEY DECISIONS LIKELY TO BE MADE DURING THE PERIOD

Executive Members are:

Barry Coleman Barry Stone  
 Tony Smith Bob Peck  
 Jim Shrimplin Graham Plant

1 October 2008 to 31 January 2009

NB Key decisions are Executive decisions (i) likely to result in savings or expenditure of more than £100,000; or (ii) which are significant in terms of the effect on people living or working in two or more electoral wards.

Matter for key decision	Who will make decision	Date/Period when decision likely	Groups/organisations to be consulted	How consultations are to take place	How representations are to be made, and by when	List of documents to be submitted to decision taker
Purchase of Beacon Innovation Centre from EEDA	Cabinet	December 2008	-	-	-	Confidential report of Head of Regeneration and Environment
Setting the Council Tax Base	Cabinet	November 2008	-	-	-	Report of Head of Revenue Services

Notes:

- (i) Three key decisions were made in September. These were: to take legal action against ADI in respect of the Market Place Screen; to dispose of the former Omni Pac Site; and to approve the governance arrangements for the St George's/King Street regeneration project.
- (ii) One key decision has been added, namely the setting of the Council Tax base.

CFS/JJB – 1/9/1/3  
 13 October 2008

**Subject: Performance Indicators**

**Information to:** Scrutiny Committee – 24 November 2008

The following refers to performance indicators for 2008/09 across all Council services, as selected using the risk reporting matrix. It summarises performance in the first 6 months of 2008/09 (1<sup>st</sup> April to 30<sup>th</sup> September inclusive).

PI No.	Description	Latest quartile data	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Actual against target	Trend
BV8	The percentage of invoices for commercial goods and services that were paid by the authority within 30 days of such invoices being received by the authority. 2006/07 quartile position: 2nd quartile	Top 98.00%	100%	94.1%	95.07%	96.40%	96.62%	☺	↑
		Bottom 93.00%	97.50%	98.56%	98.92%			☺	↑
<p><b>Commentary:</b> Current performance is above target, the new Integra system and staff changes have reorganised the way we deal with invoices. The system is due to be changed again as scanning of invoices is due to go live on 20 October 2008, which should improve the figures further. Electronic invoicing will shortly be introduced to make processing invoices more effective and again should increase performance.</p>									
BV9	Percentage of Council Tax collected	Top 98.60%	98.3%	30.3%	57.6%	86.0%	97.1%	☺	↑
	2006/07 quartile position: Bottom quartile	Bottom 97.35%	98%	30.9%	58.3%			☺	↑
<p><b>Commentary:</b> Current performance is on profile and is 0.7% above the figure for the 1<sup>st</sup> quarter last year.</p>									

PI No.	Description	Latest quartile data	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Actual against target	Trend
BV10	The percentage of non-domestic rates due for the financial year which were received by the authority.	Top 99.36%	99.0%	30.2%	60.6%	87.6%	98.6%		
	2006/07 quartile position: Bottom quartile	Bottom 98.53%	99%	30.9%	60.0%			☺	↑
<p>Commentary: Current Business Rate collection shows that it is 0.8% below target. However, there is the equivalent of 1% outstanding for Great Yarmouth Borough Council Business Rates' payments which are due to be transferred in October. The value of these payments would mean that we were on target at the half year.</p>									
BV12	The number of working days/shifts lost due to sickness absence.	Top 8.08	10.50	3.18	6.60	10.17	13.25		
	2006/07 quartile position: Bottom quartile	Bottom 10.65	10.69	1.98	4.28			☺	↑
<p>Commentary: The various initiatives which have been put in place to tackle sickness absence appear to be having a positive effect; we have seen a 35% reduction in sickness absence in the first half of this year compared to the first half of 2007/08.</p>									
BV66a	Local authority rent collection and arrears: proportion of rent collected.	Top 98.81%	98.20%	98.37%	98.29%	98.32%	97.52%		
	2006/07 quartile position: 3rd quartile	Bottom 97.53%	98%	96.63%	97.18%			☹	↓
<p>Commentary: Performance is currently below target, but has improved since the 1<sup>st</sup> quarter. The service has looked into the reason behind the fall in performance and has produced an improvement plan which should see positive results by the end of the year.</p>									

PI No.	Description	Latest quartile data	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Actual against target	Trend
NI158	Percentage of non-decent council homes	New Indicator	New Indicator	n/a	n/a	n/a	n/a		
		New Indicator	5.36%	4.92%	3.99%			😊	n/a
Commentary: Performance is ahead of target to reach the Government standard in 2010.									
BV184b	The percentage change in proportion of non-decent LA homes between 1 April and 1 April.	Top 32.9%	37%	42%	62%	43%	44%		
		Bottom 3.7%	44%	8.2%	40.01%			😊	↑
Commentary: We have established long term programmes which continue past 2010 for delivering major elements such as kitchen/bathroom refurbishments, roof renewals. These, together with our continued property surveys and cyclical programmes will ensure that we continue to maintain our current progress.									
BV212	Average time taken to Re-let local authority housing	Top 25 days	21	21.31	20.59	19.82	20.84		
		Bottom 47 days	20	23.88	23.58			😊	↔
Commentary: In the first quarter there were several void properties which needed a large amount of work carrying out on them, which has affected performance, second quarter has seen an improvement, although it will be difficult to achieve the target, but the PI is currently performing at top quartile level. Indicator is regularly monitored by staff and through the Voids Working Party.									

PI No.	Description	Latest quartile data	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Actual against target	Trend
BV78a	Average time for processing new claims.	Top 24.0	28	30	31	26	27		
	2006/07 quartile position: Bottom quartile	Bottom 33.2	23	22	22			☺	⬆️
Commentary: Performance is currently on target.									
BV78b	Average time for processing notifications of changes of circumstances.	Top 7.1	9	17	16	14	14		
	2006/07 quartile position: Bottom quartile	Bottom 13.8	11	10	10			☺	⬆️
Commentary: Performance is currently on target.									
BV79b	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year.	Top 39.02%	41.3%	9.86%	16.69%	22.12%	27.58%		
	2006/07 quartile position: 2nd quartile	Bottom 28.51%	34%	8.6%	18.34%			☺	⬆️
Commentary: Current performance is 2.14% above the profile target figure of 16.20%.									

PI No.	Description	Latest quartile data	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Actual against target	Trend
NI180	Changes in Housing Benefit/Council Tax Benefit entitlements within the year.	New Indicator	New Indicator 14,000	n/a	n/a	n/a	n/a	n/a	n/a
<p>Commentary: Unfortunately this data cannot be provided as the mechanism to put this in place is currently not available and we are awaiting further guidance from the Department for Works and Pensions (DWP). The delay in dealing with this rests solely with the DWP and this is the same position for all Local Authorities. This is a new National Target from 2008/09.</p>									
NI181	Time taken to process Housing Benefit/Council Tax benefit new claims and change events.	New Indicator	New Indicator 15 days	n/a	n/a	n/a	n/a	☺	n/a
<p>Commentary: Performance is currently exceeding the target.</p>									
NI157a (BV109a)	Percentage of planning applications determined: Major applications in 13 weeks.	Top 80.71%	60.00%	66.67%	61.54%	61.85%	63.33%		
	2006/07 quartile position: Bottom quartile	Bottom 66.67%	67%	66.67%	57%			☺	
<p>Commentary: A number of applications subject to legal agreements which have been complex and drawn out have been approved in this period. The comparatively small number of applications in this category means that such applications have a greater impact upon the level of performance. It is anticipated that this will be improved upon in the coming quarters.</p>									

PI No.	Description	Latest quartile data	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Actual against target	Trend
NI157b (BV109b)	Percentage of planning applications determined: Minor applications in 8 weeks. 2006/07 quartile position: Bottom quartile	Top 83.66%	65.00%	77.22%	61.85%	61.85%	66.32%	☺	↑
		Bottom 70.29%	67%	73.08%	80.13%				
Commentary: Current performance is exceeding the target.									
NI157c (BV109c)	Percentage of planning applications determined: Other applications in 8 weeks. 2006/07 quartile position: Bottom quartile	Top 92.57%	80.00%	87.67%	80.44%	80.44%	83.27%	☺	↑
		Bottom 85.20%	81%	87.76%	88.2%				
Commentary: Current performance is exceeding the target.									
Local	The percentage of standard searches carried out in 10 working days.	Local PI, no quartile data	95%	99.13%	92.00%	94.22%	95.12%	☺	↑
			95%	100%	100%				
Commentary: The performance is exceptional and reflects well on a modernised service. It should be noted though that the downturn in the housing market is having a significant impact on the number of searches received.									

PI No.	Description	Latest quartile data	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Actual against target	Trend
NI195a (BV199a -part)	The percentage of relevant land and highways: assessed as having combined deposits of litter that fall below an acceptable level.	New Indicator	New Indicator	n/a	n/a	n/a	n/a		
			Baseline to be established to set target for 2009/10	8%	8%			n/a	n/a

Commentary: Current performance is based on the first of the three statutory returns; the second returns are due in November 2008. Performance has fallen slightly overall but is on track with 3 year forecast within the Local Area Agreement (LAA).

NI195b (BV199a -part)	The percentage of relevant land and highways: assessed as having combined deposits of detritus that fall below an acceptable level.	New Indicator	New Indicator	n/a	n/a	n/a	n/a		
			Baseline to be established to set target for 2009/10	12%	12%			n/a	n/a

Commentary: Current performance is based on the first of the three statutory returns; the second returns are due in November 2008. Performance has fallen slightly overall but is on track with 3 year forecast within the Local Area Agreement (LAA).

PI No.	Description	Latest quartile data	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Actual against target	Trend
NI195c (BV199b)	The percentage of relevant land and highways: from which unacceptable levels of graffiti are visible. 2006/07 quartile position: Bottom quartile	Top 0.0%	7%	3.00%	1.30%	3.50%	5%		
		Bottom 4.0%	5%	3%	3%			☺	↑
<p>Commentary: Current performance is based on the first of the three statutory returns; the second returns are due in November 2008. Performance is above target and is on track with 3 year forecast within the Local Area Agreement (LAA).</p>									
BV199c	The percentage of relevant land and highways: from which unacceptable levels of fly-posting are visible. 2006/07 quartile position: Top quartile	Top 0.0%	0%	0.70%	0.70%	0.30%	1%		
		Bottom 1.0%	1%	0%	0%			☺	↑
<p>Commentary: Current performance is based on the first of the three statutory returns; the second returns are due in November 2008. Performance is above target and is on track with 3 year forecast within the Local Area Agreement (LAA).</p>									
BV218a	Percentage of new reports of abandoned vehicles investigated with 24hrs of notification. 2006/07 quartile position: 2nd quartile	Top 98.22%	98%	97.83%	98.89%	97.91%	91.35%		
		Bottom 81.03%	98%	93.78%	94.77%			☺	↑
<p>Commentary: Performance is below the challenging target of 98%, still achieving a consistently high standard.</p>									

PI No.	Description	Latest quartile data	Target	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Actual against target	Trend
BV218b	Percentage of abandoned vehicles removed within 24hrs from the point at which the authority is legally entitled to remove the vehicle.	Top 97.76%	100%	100%	100%	100%	98.83%		
	2006/07 quartile position: Top quartile	Bottom 72.57%	100%	100%	98.78%			☹️	↘️

Commentary: Although performance is not on target it still remains at a very high level and at top quartile level, with continued good working relationship with contractor.

**Key to 'Smiley faces'**  
 The 'smiley faces' reflect the actual performance against the target set.

😊 above target  
 😐 on target  
 ☹️ below target

**Key to 'Arrows'**  
 The arrows reflect performance trends over 3 year period.

⬆️ Improving substantially  
 ↕️ Improving  
 ↔️ No change  
 ↘️ Deteriorating  
 ⬇️ Deteriorating substantially

**Key to 'Quartile position':** Measures the Council's performance against other districts in England.

Top quartile (top 25%)  
 2<sup>nd</sup> quartile (26% - 50%)  
 3<sup>rd</sup> quartile (51% - 75%)  
 Bottom quartile (Bottom 25%)

**SCRUTINY COMMITTEE  
WORK PROGRAMME 2008/09**

Subject	Issues to be Addressed	Date of Scrutiny Committee	Responsible Officer(s)
<p><b>Internal Post</b></p> <p>Investigate systems in place for receiving and sending posted items from and to the Town Hall along with items delivered by hand.</p>	<ul style="list-style-type: none"> <li>• Identify the procedures currently in place.</li> <li>• Outline action to be taken to overcome existing problems.</li> </ul>	<p>26 August 2008</p>	<p>MSM&amp;SO (in conjunction with Head of Customer Services)</p>
<p>Safer Neighbourhood Teams (SNT) (Norfolk Constabulary)</p>	<ul style="list-style-type: none"> <li>• Are these working properly?</li> <li>• Committee to receive initial presentation from Crime Reduction Manager on:-               <ul style="list-style-type: none"> <li>(a) Key issues</li> <li>(b) Teething problems</li> <li>(c) What are the benefits/drawbacks</li> </ul> </li> <li>• Once issues identified, invite Police to attend future meeting to address these issues.</li> <li>• Possible consultation with Community Groups/Parish Councils to find out their comments on SNT's.</li> <li>• KIN Networks</li> </ul>	<p>26 August 2008</p>	<p>Crime Reduction Manager Police</p>

<p>Concurrent and Non-current Funding for Parish Councils</p>	<p>HFS to report on:-</p> <ul style="list-style-type: none"> <li>• How much is raised in each area.</li> <li>• How much money is being spent.</li> <li>• What VFM are we getting.</li> <li>• How much is being held in reserve by Parish Councils.</li> <li>• What performance management do we operate.</li> <li>• What has the money been spent on.</li> <li>• Issues of accountability.</li> </ul>	<p>TBA</p>	<p>HFS</p>
<p>Town Hall</p> <ul style="list-style-type: none"> <li>• Alternative uses</li> <li>• Repairs</li> </ul>	<p><b>Alternative Uses</b></p> <ul style="list-style-type: none"> <li>• Potential alternative uses of the building in light of LGR eg registrar, entertainment venue.</li> <li>• Other uses could potentially include former court room.</li> </ul> <p><b>Repairs</b></p> <ul style="list-style-type: none"> <li>• Likely on-going cost of repairs</li> <li>• Seek report from Asset Management Board on a review of on-going repairs.</li> </ul>	<p>15 September 2008</p>	<p>Head of Customer Services</p> <p>Technical Director</p> <p>Executive Director (Customers and Resources)</p> <p>Head of Financial Services</p>

<p>ISC and Accommodation of Staff</p>	<ul style="list-style-type: none"> <li>• Head of Customer Services developing an Accommodation Strategy.</li> <li>• What action is being taken about office accommodation now that the ISC is currently off the agenda.</li> <li>• Initial report to Committee from Head of Customer Services.</li> </ul>	<p>26 August 2008</p>	<p>Head of Customer Services</p>
<p>Highways – General Maintenance in South Yarmouth</p>	<ul style="list-style-type: none"> <li>• What action is being taken in the areas of Queens Road, Main Cross Road and Admiralty relating to:- <ul style="list-style-type: none"> <li>- Policing</li> <li>- Trafficking</li> <li>- Controlling environmental nuisance</li> </ul> </li> <li>• Questionnaire to local residents.</li> <li>• Invite Ward Councillors and Community Leaders to give their views to Committee at initial meeting.</li> <li>• Invite representatives from the Police, NCC and Environmental Services to meet with the Committee once issues have been identified.</li> </ul>	<p>TBA</p>	<p>Police Norfolk County Council Environmental Services</p>

Tender Procedures Capital Projects	<ul style="list-style-type: none"> <li>• Report on protocols for tendering procedures.</li> <li>• Need to ensure VFM and best value.</li> </ul>	TBA	Executive Director (Customers and Resources)  Technical Director
Green Waste	<ul style="list-style-type: none"> <li>• David Nettleship to give a presentation to Committee.</li> </ul>	TBA	
Review of Key Performance Indicators	<ul style="list-style-type: none"> <li>• Scrutiny Committee's role to review/scrutinise existing services and functions of the Council.</li> </ul>	Quarterly	Executive Officer (Central Services)
Review of Management Structure	<ul style="list-style-type: none"> <li>• To consider the MD's report on the effectiveness of the new Management Structure introduced in 2007.</li> </ul>	20 October 2008	Managing Director
Travellers Incursion	<ul style="list-style-type: none"> <li>• To review the procedures following the recent Travellers incursion at the Beach Coach Station.</li> </ul>	15 September 2008	HR&E