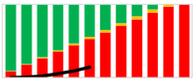
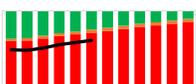
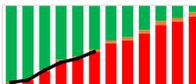


Budget monitoring - over/(under) spend (all figures are in £ thousands)

Revenue	£000s
Income year-end variance	1,627
Expenditure year-end variance	(552)
Net year-end variance to budget before use of General Fund:	1,075
Utilisation of General Fund balance	(1,075)
Net year-end forecast variance to budget	0
Capital	
Net year-end overspend variance to budget (allowing for carry forward)	210
Reserves	
Net year-end over utilisation variance to budget (excluding Section 31 grants)	(296)

Key performance indicators

	Value	Target	Trend
Families and Communities			
Number of households in temporary accommodation (as at last day of month).	87	55	
Number of households in bed and breakfast accommodation (as at last day of month).	19	15	
Day to day			
Total amount of debt over 90 days (£).	540,907	250,000	
Percentage rate of return on investments.	0.40%	0.65%	
Car park income (£)	788,413	3,086,178	
Income from Waste & Street Scene services (£)	1,866,817	2,293,661	
Overall Apex budget (£)	1,128,898	482,343	
Percentage of contacts - online/email	42.00%	30.00%	
Income from entire property portfolio (£).	2,894,888	3,033,648	
Percentage of void properties.	6.15%	6.90%	

Appendix A - Balanced Scorecard

Quarter 2 - year to 30 September 2020

Commentary

As with the first quarter, the second quarter's performance has been overshadowed by the COVID-19 outbreak and resultant lockdown from 23rd March 2020. This triggered the business continuity plans across all services at West Suffolk Council to meet the challenges presented by the outbreak. The announcement of a second lockdown through November has required an additional set of solutions.

Financial Performance - The shortfall against budget is driven by a combination of loss of income and additional costs incurred as a result of dealing with COVID-19 and the lockdowns (inclusive of November).

The key drops in our revenue streams are driven by:

- reduced usage and suspension (following the need to redeploy staff) of charging in our car parks.
- the closure of the Apex and cancellation of events.
- trade waste income dropping as businesses cancel or postpone collections.
- the suspension of brown bin collection.
- the much reduced markets offering.
- significantly reduced activity in the smaller income areas (leisure services, grounds maintenance, vehicle maintenance etc.)

Planning Application income is also below budget but this may be a timing issue connected to when planning applications come forward rather than a COVID-19 specific impact.

Costs have been driven up primarily by provision of accommodation for homelessness following government instruction to find space for all homeless individuals during lockdown.

There are also increased costs for cleaning, personal protective equipment (PPE) and information technology hardware for home-working.

The earmarked reserve balance at the year end is currently forecasted to be £0.2 million higher than budgeted, further details on individual reserves are available in appendix H. Central Government provided Section 31 Grants upfront (£14.9 million) to cover the expanded rate reliefs introduced to combat the impact of COVID-19. These reserves will be required as those reliefs are foregone through into 2021 to 2022.

Number of Households in Temporary Accommodation - In order to respond to the governmental instruction to provide accommodation during the COVID-19 outbreak more places have been found and funded. This position has continued through the lock-down period.

Number of Households in Bed & Breakfasts - Strategic choice to move vulnerable people out of bed and breakfast accommodations into the increased provision of temporary accommodation (see above). This position has continued through the lock-down period.

Debt over 90 days - The underlying position is worsening with commercial property and trade waste debt increasing during this volatile period of supply and income certainty. The council is taking a pragmatic approach and is working with tenants regarding payment profiles as a result of COVID-19.

Car Parking - Parking charges were suspended in April and May and underlying car park usage was very low. The commencement of charging in June and increased usage have improved the position income, however town centre footfall and subsequent car park usage are still lower than previous years.

Property Income - This still remains strong in the second quarter but there is an accompanying increase in our bad debt provision as the uncertainty of income causes this aged debt position to increase. There will be significant impacts on these metrics in the remainder of 2020 to 2021 as tenants seek to offset the lost income caused by the COVID-19 lockdown.

Appendix B - Balanced Scorecard

Strategic priority - Growth

Quarter 2 - year to 30 September 2020

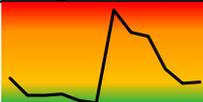
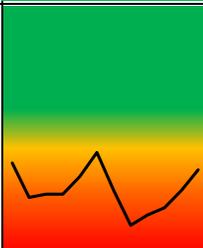
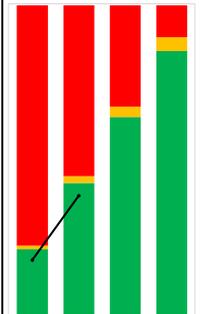


Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
G1	Percentage of small businesses still in existence after 1 year of grant award.		100%	100%	Quarterly		5 grants were issued in the first 6 months of 2020 to 2021.
G2	Percentage of new start up businesses of whole business community.		0.93%	1.00%	Annual		The previous year was 0.86 per cent so showing an upward trend. The opening of Haverhill Epi-Centre in November 2020 will provide support for this figure to improve again to 1.0 per cent.

Appendix C - Balanced Scorecard

Strategic priority - Families and Communities

Quarter 2 - year to 30 September 2020

Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
F1	Number of cases of accepted statutory homeless.	Outcome - trend of homeless numbers.	24	No target	Quarterly		
F2	Number of households in bed and breakfast accommodation (as at last day of month).	Output - indicator of demand and process.	19	15	Monthly		Increase in demand due to the government 'everyone in' instruction which required the council to accommodate those who were sleeping rough or at risk of sleeping rough.
F3	Number of households in temporary accommodation (as at last day of month).	Output - indicator of demand and process.	87	55	Monthly		
F4	Number of households prevented from being homeless.	Outcome - impact of prevention processes.	23	30	Monthly		<p>Over the last few months (since we entered lockdown) it is clear that the number of cases where prevention duty has been accepted dropped significantly, this would have occurred for the following reasons:</p> <ol style="list-style-type: none"> 1) Social landlords have not been taking any action to evict tenants as per government guidance. 2) Private landlords have not been taking action to evict tenants due to confusion about the process. 3) Family evictions have been less common due to fear of COVID-19. <p>All of this led to less referrals/contacts from households who would meet the prevention duty criteria and in turn we have not been capturing high numbers of preventions.</p>
F5	Number of households in bands A and B.	Output - indicator of demand and process	785	No target	Monthly		
F6	Total number of households in all bands.	Output - indicator of demand and process.	2,100	No target	Monthly		
F7	Residual household waste per household (kilogrammes).	Outcome - impact of awareness campaigns and initiatives	262	280	Quarterly		This quarter has seen a decrease in the residual household waste collected per household as adults and children spend less time at home and resume normal day to day activities at school and work. This has brought the figure in line with previous years.
F8	Number of flytipping incidents recorded in West Suffolk.	Outcome - impact of prevention initiatives	387	450	Quarterly		<p>There have been 387 flytipping incidents recorded over the first two quarters of this year, which is slightly lower than the 395 recorded at the same stage last year. Of course, this data is based solely on those incidents that we have recorded and dealt with, be that through reports received by members of the public or our own staff and therefore may differ from anecdotal experiences on the ground.</p> <p>Of the 387 incidents reported, 327 were relatively small, being the equivalent of a 'small van' load or less in size. 52 were equivalent to a 'transit van' load and a further 8 were larger deposits.</p> <p>Around 75% of the flytipping incidents recorded are from incidents located within a small number of housing estates across some of the main urban areas of West Suffolk. These incidents tend to be small in nature and are not carried out as part of organised crime or for financial gain, which is more often the case with larger incidents deposited at more remote locations. Rather, it appears to be more an issue of laziness, ignorance, or apathy toward the local environment by a small number of offenders.</p>

Appendix C - Balanced Scorecard

Strategic priority - Families and Communities

Quarter 2 - year to 30 September 2020



Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
F9	Number of actions to combat flytipping in West Suffolk	Activity - focus on prevention	628	875	Quarterly		<p>In response to these incidents 628 interventions were carried out to combat incidents of fly tipping, both proactively to reduce breaches of legislation and reactively to deter and investigate offenders. Of these interventions 126 were proactive 'duty of care' inspections where businesses are asked to demonstrate how they dispose of waste generated through their activities. In addition to this and in response to identified incidents 356 investigations were carried out, which led to 135 warning letters and 11 fixed penalty notices being issued and paid. In addition to this we have 1 prosecution currently pending. Actions to combat flytipping are lower this year compared to last, because of the redeployment of resource due to lockdown and the reduced number of flytipping incidents.</p> <p>We will investigate every incident that is reported to us and where we are able to obtain evidence that allows us to identify an offender, will take enforcement action in line with councils enforcement policy. Also, as part of the Suffolk Fly tipping Action Group (STAG), which involves all Suffolk councils and external partners, we recently completed the 'Scrap fly tipping' campaign. This was predominately social media based and was designed to raise awareness of fly tipping and householders' duties when transferring their waste to third parties. The campaign material was engaged with over 300,000 times in Suffolk.</p>
F10	Heritage income (£)	Output - impact of demand and advertising	106,850	174,105	Quarterly		<p>The decrease in income reflects the heritage site closures during quarters 1 and part of quarter 2. There have been reductions in expenditure and some staff were furloughed to help offset the loss of income. The service has been successful in bidding for Arts Council Cultural Recovery Grant which will further offset income losses for the year.</p>
F11	Overall Apex budget (£)	Output - impact of demand and advertising	1,128,898	482,343	Quarterly		<p>Lockdown resulted in total closure of the Apex. Income has been significantly impacted (£0.8 million) but the associated saving of artist fees on cancelled events has helped offset this impact. The majority of the staff team have been furloughed. The café, mobility scooter hire, on-site box office & Tourist Information Centre (TIC) service resumed in August but social distancing requirements are limiting what can be hosted in the auditorium and studios. The Gaia exhibition has attracted a lot of attention and will hopefully be perceived as a success in these trying times.</p>

Appendix D - Balanced Scorecard

Strategic priority - Housing

Quarter 2 - year to 30 September 2020



Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Commentary
H1	Number of housing units delivered for affordable, social or intermediate rent.		130	100	Quarterly	Quarter figure is low due to current situation and lockdown with COVID-19. Developers and builders see this as a temporary blip. We are identifying what we can do to increase numbers and respond quickly to enquiries which could hold up delivery.
H2	Housing completions by year (net additional houses).		901	800	Annual	New figure has been calculated for West Suffolk - 800 homes. The Ministry for Housing, Communities and Local Government (MHCLG) published a White Paper for consultation which proposes to change the standard method for calculating housing need for local plans. Using the proposed methodology the housing need for West Suffolk would reduce to 743 dwellings per annum. If adopted this figure will replace the 800 home need.
H3	Housing delivery test.		105	95	Annual	The West Suffolk combined figure is 105 per cent. Given the percentages were issued on the former local authority areas for 2019 a light touch Housing Action Plan has been prepared. Housing delivery below 95 per cent - council to prepare an action plan in line with the National Planning Policy Framework (NPPF). Below 75 per cent - paragraph 11, presumption in favour of sustainable development of the NPPF applies.
H4	Housing standard complaints. Percentage of housing complaints resolved in the quarter, within the target resolution timescales.		87.00%	90%	Quarterly	117 housing standards complaints were resolved in quarter 2, 101 were resolved within the completion target date, 16 failed to be resolved by the completion target date, resulting in 86.32 per cent of complaints being resolved within the required time scale During the pandemic we have significantly reduced our visits and inspections, but we have still managed to resolve the majority of tenant complaints about housing conditions. It has been necessary to work in different ways to achieve this and keep properties safe to live in. There are more complex cases where we will need to make assessments in properties to take more formal action, and we are doing this through our risk assessment and with the permission of the tenants-these are still relatively low in number and only in the cases where there are the most serious hazards and risk to health. We are planning to manage a backlog and an expected increase in complaints as lockdown is relaxed over the coming months.

Appendix D - Balanced Scorecard

Strategic priority - Housing

Quarter 2 - year to 30 September 2020

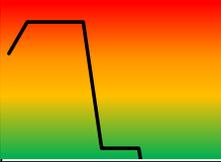
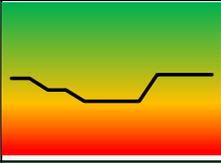
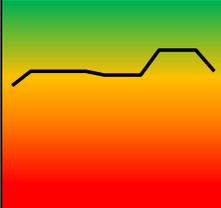


Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Commentary
H5	Housing improvement. Number of residents/households supported via interventions (per annum).	All homes available are safe, decent and healthy to live in. Homes are suitable for physical and mental health and well being.	913	700	Quarterly	<p>716 interventions this quarter.</p> <p>The number of grant completions, service interventions and Houses in Multiple Occupations (HMO) inspections has significantly increased as COVID-19 restrictions have been relaxed and occupiers are becoming happier to allow access into their homes. We have completed 14 urgent adaptation and Disabled Facilities Grants (DFGs), helped 59 people with their housing concerns and carried out 82 HMO inspections. We are continuing to work closely with landlords to ensure that they are aware of new legislation and have provided, via email, information to 160 landlords. In addition, we have distributed advice to tenants with regard to protecting themselves from COVID-19, particularly in shared accommodation. Whilst the Orbit figures are missing, we do know, following data that we have been sent recently by Suffolk County Council, that many more residents are being supported through minor works and equipment each year. We fund these services through partnership working, making difficult strategic decisions around priorities to support our most vulnerable residents. More DFG work is now being undertaken as the Housing Improvement Agency (HIA), whose contract will finish at the end of November 2020, are sending applicants through to West Suffolk, following an occupational therapy (OT) assessment. We are also processing DFG's where they will not be completed by the HIA before the end of the contract.. There is still the likelihood of a significant increase in demand in all key areas of Public Health and Housing and workloads are continuing to be kept under review.</p>

Appendix E - Balanced Scorecard

Strategic priority - day to day

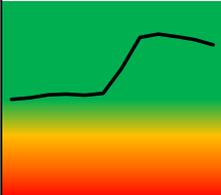
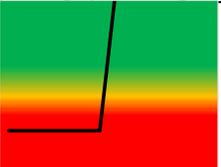
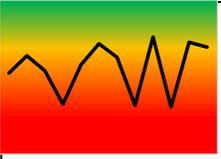
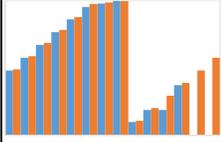
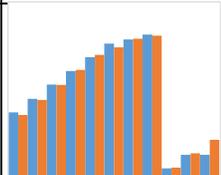
Quarter 2 - year to 30 September 2020

Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D1	Total number of complaints.	Output - measure of customer satisfaction.	10	No Target	Quarterly		The following complaints were received in quarter 2: 3 - Anglia Revenues Partnership 6 - Operations 1 - Families and Communities.
D2	Total number of compliments.	Output - measure of customer satisfaction.	9	No Target	Quarterly		The following compliments were received in quarter 2: 1 - Waste 7 - Property 1 - Customer Services.
D3	Percentage of contacts - telephone.	Output - indicator of channel shift.	58.00%	55.00%	Quarterly		Based on 23,670 calls answered. The busiest services for the period (in descending order, not including the general line) Waste main line, Housing, Garden Waste, Planning.
D4	Percentage of contacts - face to face.	Output - indicator of channel shift.	0.00%	15.00%	Quarterly		No face to face visits at any of the office locations, following building closures on Friday 20 March 2020.
D5	Percentage of contacts - online or email.	Output - indicator of channel shift.	42.00%	30.00%	Quarterly		Based on 17,459 emails and online forms received for the period. This data does not include planning applications received via the planning portal in September as this information could not be obtained before the quarter 2 reporting deadline.
D6	Percentage of telephone calls answered.	Activity - indicator of process and demand.	90.00%	90.00%	Quarterly		Based on 26,212 calls offered with 23,670 answered. Our busiest line was the Waste Management line (6,752 calls offered with a 91 per cent answer rate). The main general line was our second busiest line with 5,958 calls offered with a call answer rate of 95 per cent. During this time, the contact centre has continued to operate remotely.

Appendix E - Balanced Scorecard

Strategic priority - day to day

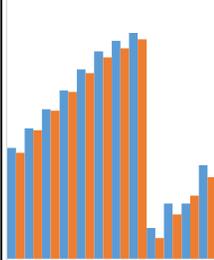
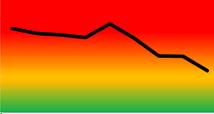
Quarter 2 - year to 30 September 2020

Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D7	Number of unique users of the West Suffolk council website.	Output - indicator of customer engagement.	58,906	37,600	Monthly		This month's figures have dropped since August. This is partially following the trend and is also in line with the last five years having a drop in September. Unique page views September 150,298, unique visitors 52,227, but still considerably higher than last year (119,253 and 49,291 in September 2019).
D8	Uptake of pre-application advice (percentage of all applications - major and minor).	We want to ensure all stakeholders and members have high confidence in West Suffolk as a planning authority. We want to be the regional planning employer of choice.	35.13%	30.00%	Monthly		Of 37 major and minor applications were received in September 2020, 13 of those had a pre-application. It should be noted that the percentage of pre-apps does not take into account the relative complexity of pre-application requests. Neither does it reflect the fees received (which are linked to complexity).
D9	Total amount of debt over 90 days (£).	Output - scale of debt issue.	540,907	250,000	Monthly		Outstanding debt position continues to be an issue with trade waste and commercial property debts still to be collected. This is now a focus for management to improve. Debt has increased due to COVID-19 and reminders being suppressed for April and May, this is currently being reviewed and debt management plans are being put in place to reduce this figure. The majority of this amounts relates to property and trade debt which has fallen into the 90 day bracket. Payment plans are being arranged and put in place with customers.
D10	Percentage undisputed invoices paid within 30 days.	Output - impact of Accounts Payable activity.	93.92%	95.00%	Monthly		On average, invoices took 17 days to arrive. Invoices not being sent directly to the Finance PO box may be delayed due to the number of employees home working. Further investigations and discussions will be held to improve the number of invoices sent by email directly to Finance.
D11	Percentage collection of Council Tax.	Output - results of collection activity.	55.15%	57.50%	Monthly		Collection is behind target by £1,341,983. The Government have announced a hardship scheme which will provide up to £150 to each Local Council Tax Relief Scheme (LCTRS) recipient of working age. When this is posted to accounts the collection position will be improved and provide a true reflection of the current position. Further recovery action in 2020 to 2021 has resulted in collection of £14,664 compared to £22,092 at the same point last year. Enforcement action in 2020 to 2021 has resulted in collection of £78,195 compared to £123,406 at the same point last year. Charging orders have been obtained to secure £474,921 debt
D12	Percentage in-year Council Tax collection rate.	Output - results of collection activity.	55.84%	56.35%	Monthly		Collection is behind target by £1,341,983. The Government have announced a hardship scheme which will provide up to £150 to each Local Council Tax Relief Scheme (LCTRS) recipient of working age. When this is posted to accounts the collection position will be improved and provide a true reflection of the current position. Further recovery action in 2020 to 2021 has resulted in collection of £14,664 compared to £22,092 at the same point last year. Enforcement action in 2020 to 2021 has resulted in collection of £78,195 compared to £123,406 at the same point last year. Charging orders have been obtained to secure £474,921 debt

Appendix E - Balanced Scorecard

Strategic priority - day to day

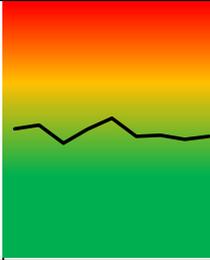
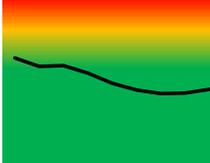
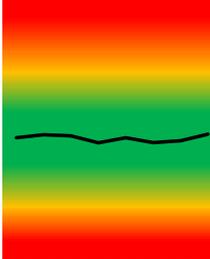
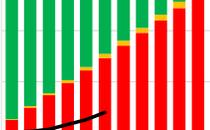
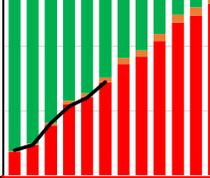
Quarter 2 - year to 30 September 2020

Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D13	Percentage collection of Business Rates.	Output - results of collection activity.	62.80%	56.25%	Monthly		Collection is on target for the current financial year. There have been claims by National Health Service (NHS) trusts for charitable rate relief which were subject to a High Court appeal. If successful this could result in a backdated refund of £4.605 million. The High Court have rejected the claim that the NHS trusts are charities, however the NHS trusts are now seeking leave to appeal. Further recovery action in 2020 to 2021 has resulted in collection of £800 compared to £3,751 at the same point last year. Enforcement action in 2020 to 2021 has resulted in collection of £2,124 compared to £37,774 at the same point last year.
D14	Council Tax Reduction Scheme claims - days taken to process.	Output - results of collection activity.	8.79	12.00	Monthly		
D15	Housing Benefits claims - days taken to process.	Output - results of collection activity.	5.24	12.00	Monthly		
D16	Percentage of customers satisfied with the overall journey.		82.00%	TBC	Quarterly		Based on 157 responses 82 per cent of customers were satisfied with the customer journey. This data is taken from satisfaction surveys completed following email and telephone contact.
D17	Total helpdesk calls logged by service level agreement (SLA) paying, and West Suffolk council core customers.	Output - delivery of SLA objectives.	362.00	375.00	Quarterly		Although we have seen a reduction in calls from Abbeycroft Leisure, this has been more than offset by the increased call volumes supporting Anglia Revenues Partnership with extra work as a result of COVID-19.
D18	Percentage calls closed on target for service level agreement paying, and West Suffolk council core customers.	Output - efficiency of helpdesk team.	85.00%	100.00%	Quarterly		Increased call volumes from April resulting from quickly rolling out 250 laptops to ARP and supporting them with COVID-19 related activities, accounts for some dip in percentage from March to July. From July two members of the ICT customer and infrastructure support team left, one post has been filled through redeployment and the other has been left vacant. This has led to a drop in closure rate whilst the redeployed member of staff is being trained and gains experience.

Appendix E - Balanced Scorecard

Strategic priority - day to day

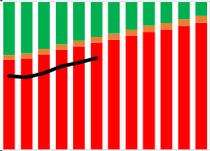
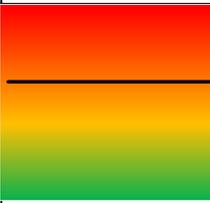
Quarter 2 - year to 30 September 2020

Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D19	Time taken to complete recruitment process - advert to offer (days).	Output - efficiency of process.	24.88	50.00	Quarterly		While the intention is for most posts to have a 4 week recruitment window, there are some posts that for operational reasons can have a quicker recruitment turn around. Most of the recruitment that has been undertaken in this quarterly reporting period relate to operations, housing and civil parking and with the volumes of roles available, it means the recruitment window has been shorter than the target. Recruitment continues to be actively monitored and any requests subject to a rigorous review through workforce planning.
D20	Average number of sick days lost per full time equivalent (FTE) per annum.	Output - indicator of healthy, motivated workforce.	5.13	6.50	Quarterly		Sickness levels in the organisation continue to remain low and since the organisation has moved to most staff working from home, sickness levels have dropped further, so we anticipate this will continue to reduce. This is being actively reviewed and considered through daily reviews of resourcing levels as part of the response to COVID-19.
D21	Percentage of voluntary staff turnover.	Output - indicator of employee satisfaction.	6.35%	7-12%	Quarterly		This remains within the performance range, but we anticipate that as a result of COVID-19, this will reduce significantly as movement in the organisation has become more static. However, this has offered benefits to the Council during our immediate response to COVID-19 because it has provided stability across the workforce during a challenging period in terms of demands on staff and also our ability to recruit. Our focus has been and will continue to be on re-prioritising and redeploying staff to respond to the demands across the organisation.
D22	Car park income (£).	Output - indicator of demand trend.	788,413	3,086,178	Monthly		Parking charges were suspended in April and May and underlying car park usage was very low. The commencement of charging in June and increased usage have improved the position but the year to date is a fraction of expected income.
D23	Income from entire property portfolio (£).	Output - indicator of premises demand.	2,894,888	3,033,648	Monthly		This still remains strong in quarter 2 but there is an accompanying increase in our bad debt provision as the uncertainty of income causes this aged debt position to increase. There will be significant impacts on these metrics in the remainder of 2020 to 2021 as tenants seek to offset the lost income caused by the COVID-19 lockdown.
D24	Percentage of void properties.	Output - indicator of premises demand.	6.15%	6.90%	Monthly		We currently have a number of void properties that are either being marketed or are undergoing or awaiting refurbishment/upgrade projects.

Appendix E - Balanced Scorecard

Strategic priority - day to day

Quarter 2 - year to 30 September 2020

Ref.	Performance indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
D25	Income from Waste and Street Scene services (£).	Output - indicator of demand and capacity.	1,866,817	2,293,661	Monthly		Rolonoff services have held up very well and are ahead of the same period last year. Wheeled bins have seen the biggest fall in numbers and income but numbers are recovering and we are currently seeing a big surge from the hospitality sector (pubs / restaurants) as they prepare for a return to business.
D26	Percentage rate of return on investments.	Output - key to delivery of Treasury Management Strategy.	0.40%	0.65%	Monthly		Higher rates becoming available through longer term placement and use of new investment routes.
D27	Cost of current external borrowing.	Output - key to delivery of Treasury Management Strategy.	4.24%	3.83%	Monthly		Cost of borrowing higher than target due to use of available cash balances in place of planned borrowing at 3 per cent. If assumed internal borrowing was at 0 per cent the cost of current borrowing would be 0.94 per cent. If investment income foregone at 0.78 per cent is factored in, the cost of borrowing would be 1.54 per cent.
D28	Building Control - percentage market share.		58.00%	60.00%	Bi-Annual		We continue to maintain market share during a highly competitive time
D29	Percentage of major planning applications determined within agreed timescales.		100.00%	100.00%	Monthly		5 major planning applications were determined in September 2020. 2 applications were determined within 13 weeks, 3 required an extension of time.
D30	Percentage of broadly compliant food businesses.		98.50%	98.00%	Monthly		98.5 per cent - no change from previous month. This figure compares favourably with both regional (97.1 per cent) and national (95.8 per cent) figures. No change from quarter 1. The Environmental Health team continue to be focussed on dealing with the ongoing COVID-19 pandemic, with limited food safety activities being carried out in adherence to the Food Standards Agency's advice and guidance to local authorities.