

**BROMSGROVE DISTRICT COUNCIL**  
**PERFORMANCE MANAGEMENT BOARD**

**21<sup>ST</sup> AUGUST 2007**

**JUNE (QUARTER 1) PERFORMANCE REPORTING**

Responsible Portfolio Holder	Councillor Roger Hollingworth Leader of the Council Councillor Geoff Denaro Cabinet Member for Finance
Responsible Head of Service	Hugh Bennett Assistant Chief Executive Jayne Pickering, Head of Financial Services

**1. SUMMARY**

To report to the Board on the Council's performance at 30<sup>th</sup> June 2007 (period 3/quarter 1).

**2. RECOMMENDATIONS**

- 2.1 That the Board notes that 67% of indicators are improving or stable at the quarter end, (compared to 80% in the previous period).
- 2.2 That the Board notes that 65% of indicators are achieving their targets at the quarter end, (compared to 66% in the previous period).
- 2.3 That the Board approves the revised targets as proposed in section 4.1.
- 2.4 That the Board notes the financial position for both revenue and capital funding for the first quarter of £269k underspend and £126k respectively.

**3. BACKGROUND**

- 3.1 The format of the quarterly report to the Board has been changed to provide an integrated report, both at department and overall council level, of performance, finance and risk issues. Detailed information on performance will continue to be provided as appendices to CMT, PMB and Cabinet. This is the first quarter report of the new financial year and it includes the revised set of PI's for quarterly reporting.

#### 4. PROGRESS IN THE QUARTER

4.1 Revised targets for PI's are proposed as follows :-

- CSC - 35 seconds or less (currently 20 seconds)
- CSC% of Calls Answered = 75% or more of the answerable customer calls will be answered by the Customer Contact Centre before the customer abandons the call (currently 85%)
- Planning checklist – 94% of planning checklist met ( currently 100% - this will be achieved following implementation of the spatial project)

Ref.	Description	Current target	Revised target	Rationale
BV205	Quality of planning checklist	100%	94%	We are currently achieving 83% for this BVPI. This figure will increase to 89% due to a formal agreement with an Urban Design consultant and then further to 94% with the implementation of a project management approach to major planning applications. The 100% target will not be achievable until implementation of the 'spatial' project as the remaining items on the checklist relate to; on-line receipt of planning applications into the back-office system and on-line payment of applications. The target was originally set with the presumption that the spatial project would be implemented during 2007, but it has since been put back until early 2008.
CSC LPI	Average Answer Time (telephone)	20 secs	35 secs	The current targets were taken from generic private sector standards rather than ones that relate specifically to Bromsgrove at this stage in the journey of planned improvement. It is therefore proposed, on the advice of the Improvement Director, to revise the targets so that they are more objective in relation to Bromsgrove and as the Council moves forward with improvement the targets can be adjusted accordingly. This means they can be used constructively to demonstrate improvement rather than negatively to be critical of service.  It is important to note that call volumes are generated as a result of an action or lack of action relating to services delivered by the Council and as services improve call volumes will begin to reduce supporting improvement by the CSC. The CSC is currently working across all services to understand what is driving the call volume

				with objective identifying what action can be taken to reduce the volumes and improve overall service.
CSC LPI	% of calls answered	85%	75%	As above

### Performance Summary

No. of PI's improving ( <b>I</b> )	1	No. of PI's meeting YTD target	0	No. of PI's where est. outturn projected to meet target	1
No. of PI's Stable ( <b>S</b> )	0	No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening ( <b>W</b> )	0	No. of PI's missing YTD target by >10%	0	No. of PI's projected to miss target by >10%	0

#### Achievements

Council Plan 2007/2010 published.  
 CPA "Poor" result effectively communicated.  
 Draft Community Strategy out for consultation.  
 Performance clinics helping HoS address performance issues.

#### Issues

The Corporate Communications, Policy and Performance Team is currently carrying one vacancy (in a small team), but the new person is expected in post at the end of August.

The Team needs to continue its focus on performance, but also step up its work on the Customer Panel, implementation of the corporate complaints system and development of customer standards.

### Revenue Budget summary April- June 2007/08

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Corporate Projects</b>	100	50	50	-	100	-
<b>Policy &amp; Performance</b>	9	2	3	1	9	-
<b>Corporate Management</b>	776	227	196	-31	776	
<b>TOTAL</b>	<b>885</b>	<b>280</b>	<b>250</b>	<b>-30</b>	<b>885</b>	<b>-</b>

#### Financial Commentary

The budgets include the senior management team together with anticipated costs associated with key projects eg. Longbridge and the successful delivery of the improvement plan.

### Performance Summary

No. of PI's improving <b>(I)</b>	4	No. of PI's meeting YTD target	3	No. of PI's where est. outturn projected to meet target	5
No. of PI's Stable <b>(S)</b>	2	No. of PI's missing YTD target by < 10%	2	No. of PI's projected to miss target by < 10%	1
No. of PI's worsening <b>(W)</b>	1	No. of PI's missing YTD target by >10%	2	No. of PI's projected to miss target by >10%	1

### Achievements

- Reaccreditation of Green Flag Award at Sanders Park.
- Delivery of two new play areas at Callow Brook Park and the former Barnsley Hall Site.
- Major reduction in staff sickness level.
- Establishment of a Community Sports Network for Bromsgrove and success CIF (community investment fund) bids to sport England worth 29k.
- Achieved Sponsorship of the bandstand programme for the next 2 years to ensure the service continues to be provided

### Issues

Violent crime and robberies figures remain high and worse than target. Both have been raised at the tasking group and the Police are responding by tasking officers and CID to focus on these issues in Bromsgrove. Officers are also reviewing the profiling of these issues to monitor seasonal peak and troughs ensure that the projected out turns are as accurate as possible, this work will be completed by the end of Aug 07.

### Revenue Budget summary April- June 2007/08

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Arts Services</b>	278	103	96	-7	276	-2
<b>Cemeteries</b>	-35	-8	-11	-3	-35	-
<b>Community Safety</b>	641	174	182	8	658	17
<b>Parks &amp; Open Spaces</b>	900	227	218	-9	913	13
<b>Leisure Facilities</b>	1,113	365	389	24	1171	58
<b>Sport &amp; Recreation General</b>	281	70	66	-4	287	6
<b>TOTAL</b>	<b>3,178</b>	<b>930</b>	<b>940</b>	<b>10</b>	<b>3,272</b>	<b>94</b>

### Financial Commentary

- Underspends in relation to staffing vacancies and general supplies and services are offset by shortfalls in estimated income on the Woodrush (now closed) and the Dolphin Centre.

- It was anticipated that the Phase 2 Dolphin Centre would have been in operation by 2007/08 and an income target of £60k was set for this operation. With the delays in this project due to the potential transfer to a leisure trust this income will not be achieved.
- Actions are in place within culture and community to ensure there is a full range of leisure activities in place in order to reduce the impact of the shortfall to income target.
- The overspends in community safety are due to the requirement to use additional resources to support the lifeline operatives.
- There is an additional cost within parks due to the de-silt of the pond at Sanders Park

### Capital Budget summary April- June 2007/08

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Cemeteries</b>	15	3	3	-	14	-1
<b>Community Safety</b>	18	8	8	-	18	-
<b>Parks &amp; Open Spaces</b>	492	74	74	-	492	-
<b>Leisure Facilities</b>	55	-	-	-	55	-
<b>Sport &amp; Recreation General</b>	767	21	41	20	448	-319
<b>TOTAL</b>	<b>1,347</b>	<b>106</b>	<b>126</b>	<b>20</b>	<b>1,027</b>	<b>-320</b>

### Financial Commentary

- Extra funding has been granted by The Youth Capital Works for Charford S106 Schemes, to increase the Capital Budget in 2007/08 to £150k. This scheme is underway and is due for completion by the end of July 2007.
- Within the sport and recreation general there are schemes for 2007/08 including the Bromsgrove and Alvechurch Youth Schemes and the development of a pitch at Bromsgrove Hockey Club have seen delays as they are still in the discussion stages.

<b>Planning &amp; Environmental Services</b>	<b>Quarter 1 (June 30<sup>th</sup>) 2007/08</b>
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### Performance Summary

No. of PI's improving ( <b>I</b> )	2	No. of PI's meeting YTD target	6	No. of PI's where est. outturn projected to meet target	6
No. of PI's Stable ( <b>S</b> )	3	No. of PI's missing YTD target by < 10%	0	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening ( <b>W</b> )	1	No. of PI's missing YTD target by >10%	0	No. of PI's projected to miss target by >10%	0

### Achievements

Planning performance has remained at the high levels achieved so far this year, with the 4 indicators for planning applications and appeals performing well above top quartile levels throughout the quarter.

### Issues

### Revenue Budget summary April- June 2007/08

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Development &amp; Building Control</b>	711	178	98	-79	704	-7
<b>Environmental Health</b>	1,040	261	216	-45	1,015	-25
<b>Licensing</b>	13	3	-7	-10	4	-10
<b>Planning Admin</b>	-9	2	23	21	-4	5
<b>Strategic Housing</b>	3,352	855	876	20	3,359	7
<b>Strategic Planning</b>	624	156	127	-29	612	-12
<b>Economic Development</b>	122	47	42	-5	122	-
<b>TOTAL</b>	<b>5,853</b>	<b>1503</b>	<b>1374</b>	<b>-129</b>	<b>5,811</b>	<b>-42</b>

### Financial Commentary

- The current underspends are due to a number of vacancies within the department that

have only recently been filled together with the limited use that the department has had for specialist planning advice that was originally anticipated for the first quarter of the year.

- As the majority of posts have now been filled there will be a reduced underspend by the end of the financial year.

### Capital Budget summary April- June 2007/08

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Strategic Housing</b>	3,616	169	184	15	2,502	-1,114
<b>TOTAL</b>	<b>3,616</b>	<b>169</b>	<b>184</b>	<b>15</b>	<b>2,502</b>	<b>-1,114</b>

### Financial Commentary

- The majority of expenditure in 2007/08 to date has been on Disabled Facilities Grants and Discretionary Home Repair Grants- where £80k has already been spent to date. There is however a likely end of year underspend showing on these DFG schemes of (£321k) which is due to the vacant position of manager of this section which may mean there is a delay on spending in these projects until a replacement is found.
- Grants to RSL schemes are also well under way in this year with £104k being spent to date and a total capital budget being £200k. The Grants to BDHT for buybacks, which is a new 2007/08 scheme has already been completed within the year.
- The Extra Care Sheltered Housing- Gilbert Court, Charford project is expected to commence in September 2007. There will be an underspend in relation to this that will be c/fwd into 2008/09.



**Performance Summary**

No. of PI's improving ( <b>I</b> )	2	No. of PI's meeting YTD target	9	No. of PI's where est. outturn projected to meet target	10
No. of PI's Stable ( <b>S</b> )	3	No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening ( <b>W</b> )	5	No. of PI's missing YTD target by >10%	0	No. of PI's projected to miss target by >10%	0

**Achievements**

High levels of garden waste collection have resulted in a 50% recycling rate for the first quarter. This will reduce slightly as the year progresses.

**Issues**

Staff are currently implementing the 2 man working on refuse collection which has met some resistance from teams this has resulted in some worsening of performance on missed collections.

A number of fly tips have been classed as hazardous waste requiring external contractor assistance. This has delayed the timescale for removal.

**Revenue Budget summary April- June 2007/08**

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Car Parks</b>	-677	-104	-110	-6	-689	-12
<b>Cleansing</b>	1,270	332	325	-7	1,216	-54
<b>Depot- Misc</b>	-7	72	55	-17	-38	-31
<b>Environmental Enhancements</b>	7	2	3	1	-7	-14
<b>Garage</b>	151	38	34	-4	135	-16
<b>Grounds Maintenance</b>	573	152	151	-1	584	11
<b>Highways</b>	234	69	85	16	351	117
<b>Refuse Collection</b>	2,837	622	659	37	2,881	44
<b>Travel Concessions</b>	427	107	106	-1	426	-1
<b>TOTAL</b>	<b>4,816</b>	<b>1,289</b>	<b>1,308</b>	<b>18</b>	<b>4,858</b>	<b>42</b>

**Financial Commentary**

- The financial management arrangements within Street Scene are more robust than in previous years as can be seen by the financial position at the end of the first quarter.
- The reasons for the current variations include:
  - Cleansing – current and projected underspends due to vacant posts and improving the efficiency of the service by using less operatives.
  - Highways – shortfalls on projected income as the Highways partnership no longer rent the Burcot Room together with income targets set for general highways and drainage work that is now undertaken by the County Council.

- There is a current phased reduction in the number of operatives carrying out refuse collection and it is anticipated that the overspend on this area will reduce by year end.

### Capital Budget summary April- June 2007/08

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Car Parks</b>	18	-	-	-	18	-
<b>Cleansing</b>	579	192	140	-52	563	-16
<b>Depot- Misc</b>	94	23	13	-11	94	-
<b>Garage</b>	59				59	-
<b>Grounds Maintenance</b>	123	31	18	-13	123	-
<b>Highways</b>	21	-	-	-	21	-
<b>Refuse Collection</b>	603	135	105	-29	393	-210
<b>Travel Concessions</b>	20	-	-	-	20	-
<b>TOTAL</b>	<b>1,517</b>	<b>381</b>	<b>276</b>	<b>-105</b>	<b>1,291</b>	<b>-226</b>

#### Financial Commentary

- The new 2007/08 Scheme for the 10 year Vehicle Replacement Programme has already incurred expenditure of £124k with the purchase of 2 second hand recycling vehicles and 3 chariot lawnmowers. There will be an underspend at year end due to the reduced cost of secondhand vehicles.
- There has also been £140k that has been spent on Street Cleaning Vehicles and Equipment against a budget of £192k. The new purchases include 1 large sweeper and 3 pick up vehicles which have already been delivered in 2007/08.

**Performance Summary**

No. of PI's improving ( <b>I</b> )	3	No. of PI's meeting YTD target	2	No. of PI's where est. outturn projected to meet target	3
No. of PI's Stable ( <b>S</b> )	1	No. of PI's missing YTD target by < 10%	3	No. of PI's projected to miss target by < 10%	2
No. of PI's worsening ( <b>W</b> )	1	No. of PI's missing YTD target by >10%	0	No. of PI's projected to miss target by >10%	0

**Achievements**

BV12 – sickness absence – sickness levels fell in June, following the rise in May, and are now back down to similar levels to the low achieved in April. If sickness can be maintained at the June level then the target will be comfortably met.

**Issues**

BV12 – continued monitoring and management action is required to ensure target is achieved

**Revenue Budget summary April- June 2007/08**

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>HR &amp; OD</b>	<b>68</b>	<b>18</b>	<b>-28</b>	<b>-46</b>	<b>65</b>	<b>-3</b>

**Financial Commentary**

- Current underspends are due to the relaunch of the member training following the election in addition to the phasing of the corporate training budget in line with training identified in the employees Personal Development Reviews.

**Capital Budget summary April- June 2007/08**

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>HR &amp; OD</b>	30	-	-	-	30	-

**Financial Commentary**

The £30k budget carried forward from 2006/07 is still unspent to date- this scheme has seen delays due to the organisational restructure in 2006/07. Research is still under way to identify the requirements of the new system, before a tender specification can be prepared.

**Performance Summary**

No. of PI's improving <b>(I)</b>	0	No. of PI's meeting YTD target	2	No. of PI's where est. outturn projected to meet target	2
No. of PI's Stable <b>(S)</b>	2	No. of PI's missing YTD target by < 10%	0	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening <b>(W)</b>	0	No. of PI's missing YTD target by >10%	0	No. of PI's projected to miss target by >10%	0

**Achievements**

- The Council has been awarded level 2 in the Local Government Standard for Equality and Diversity
- The section has revised the constitution
- Elections run efficiently and effectively incorporating the introduction of changes to postal voting
- Developed and implemented an Induction Training program for members
- Organised a series of development initiatives for members – mock council, scrutiny, code of conduct
- Started the polling district review

**Issues**

The electoral services team is currently undergoing a restructure and recruitment programme

**Revenue Budget summary April- June 2007/08**

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Admin and Registration</b>	947	237	217	-20	934	-13
<b>Committee Services</b>	0	0	-7	-7	-14	-14
<b>Corporate Facilities</b>	0	1	-3	-4	3	3
<b>Elections</b>	97	59	97	38	152	55
<b>Facilities Management</b>	-122	175	125	-50	-143	-21
<b>Legal Services</b>	4	1	3	2	-12	-16
<b>TOTAL</b>	<b>926</b>	<b>476</b>	<b>433</b>	<b>-40</b>	<b>919</b>	<b>-7</b>

**Financial Commentary**

- The vacancies within the registration department have been offset by additional costs of agency staff used to support the management of the election.
- Current underspends on utility costs will be monitored over the next quarter and if the reduction continues this will be transferred to balances to support the council tax in 2008/09.
- Additional income generated by the legal team through contracts with BDHT has ensured

that there will be a net saving during the financial year.

### Capital Budget Summary April- June 2007/08

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Elections</b>	15	-	-	-	24	9
<b>Facilities Management</b>	178	44	1	-43	171	-7
<b>Legal Services</b>	14	-	-	-	14	
<b>TOTAL</b>	<b>207</b>	<b>44</b>	<b>1</b>	<b>-43</b>	<b>209</b>	<b>2</b>

#### Financial Commentary

- The underspend that is showing to date, is mainly due to schemes still being in the planning and discussion stages – e.g being the Alterations at the Council House for DDA Improvements, whereby SCOPE have identified 218 priority 1 changes that need to be made. It is anticipated that the works will be undertaken by year end.

**Performance Summary**

No. of PI's improving <b>(I)</b>	4	No. of PI's meeting YTD target	3	No. of PI's where est. outturn projected to meet target	6
No. of PI's Stable <b>(S)</b>	1	No. of PI's missing YTD target by < 10%	3	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening <b>(W)</b>	1	No. of PI's missing YTD target by >10%	0	No. of PI's projected to miss target by >10%	0

**Achievements**

BV8 ( Invoices paid on time) has seen considerable improvement in June, up by more than 3 percentage points, performance in June was above target. Performance has to continue at this level to ensure the target is achieved.

BV78a – time to process new benefit claims – actions taken following meetings between the system supplier have resulted in an improvement in performance in June, halting the decline in previous months. There is daily contact between the operational staff and the supplier to address any issues and the first couple of weeks in July are continuing to demonstrate the improvements in performance.

The Statutory deadline for the production and presentation of the Statement of Accounts for 2006/07 was met by the department.

**Issues**

Although BV8 has seen considerable improvement the year to date performance is still below target due to poor performance in earlier months and so this needs to continue to receive close monitoring and management.

BV78a –Although performance rose in June the YTD figure is worse than the 28 day target and performance will need to average 25 days over the remaining months of the year in order to hit target (June performance was 33.5 days). Elimination of delays caused by IT system issues is the key to improving performance. An upgrade to a new version of the system is scheduled for early August. Continued close monitoring and management is required.

There is a senior post of accountancy services manager currently vacant within the department to which there has been one unsuccessful recruitment campaign undertaken. Part time Interim support has been sourced to ensure the performance of the section does not decline.

### Revenue Budget summary April- June 2007/08

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Benefit Payments &amp; Administration</b>	290	72	127	55	305	15
<b>Central Overheads</b>	121	30	41	11	121	0
<b>Accountancy &amp; Audit</b>	-17	-27	-70	-43	-27	-10
<b>Grants</b>	86	39	36	-3	84	-2
<b>Council Tax &amp; NNDR</b>	1014	299	276	-23	1012	-2
<b>TOTAL</b>	<b>1,494</b>	<b>414</b>	<b>410</b>	<b>-4</b>	<b>1,494</b>	<b>-</b>

#### Financial Commentary

- The delays in the successful recruitment of benefit and fraud officers has led to overspends in this section as agency staff have covered the posts to ensure continuity of service. The full compliment of permanent staff is now in place and therefore the additional costs will reduce over the remainder of the year.

### Capital Budget summary April- June 2007/08

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Accountancy &amp; Audit</b>	<b>45</b>	<b>9</b>	<b>9</b>	<b>-</b>	<b>45</b>	<b>-</b>

#### Financial Commentary

- The Purchase Order Processing system is in pilot stages in accountancy and ICT departments. It is anticipated that the system will be rolled out to all sections of the Council by March 2008.
- The majority of this scheme was completed in 2006/07 and the budget for this year is mainly for the backfilling of staff.

**Performance Summary**

No. of PI's improving (I)	1	No. of PI's meeting YTD target	2	No. of PI's where est. outturn projected to meet target	4
No. of PI's Stable (S)	0	No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	0
No. of PI's worsening (W)	3	No. of PI's missing YTD target by >10%	1	No. of PI's projected to miss target by >10%	0

**Achievements**

Installed a new queue management system at the CSC  
 Implemented new corporate Internet and Intranet websites  
 Implemented the Civica Icon financial system  
 Improved performance at the CSC for face to face and walk in customers  
 Implemented the Modern.gov web application for the production of Council minutes and agendas  
 Introduced mobile working using Blackberry devices

**Issues**

Average speed of answer and % of calls answered have worsened as a result of the consequence of the number of calls received. Work is currently being undertaken to identify the underlying reasons creating the call volume and to establish more constructive and meaningful performance targets

**Revenue Budget summary April- June 2007/08**

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>E-Government</b>	61	25	12	-13	56	-5
<b>Customer Services</b>	84	88	53	-35	91	6
<b>TOTAL</b>	<b>145</b>	<b>113</b>	<b>65</b>	<b>-49</b>	<b>147</b>	<b>2</b>

**Financial Commentary**

Current savings within customer services staffing and payment of business rates are anticipated to be fully committed by end of financial year.

**Capital Budget summary April- June 2007/08**

Service	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>E-Government</b>	537	18	5	-13	537	-
<b>Customer Services</b>	30	-	-	-	30	-
<b>TOTAL</b>	<b>567</b>	<b>18</b>	<b>5</b>	<b>-13</b>	<b>567</b>	<b>-</b>



**Financial Commentary**

- The majority of the schemes are now underway and the new 2007/08 scheme, with a budget of £75k for the Replacement of Desktop Printers is currently being rolled out and installed throughout the Council.
- Progress is also being made of the Provision of Queue management system at the CSC. This £30k scheme, has been delivered and installed and is due to go live in October 2007.

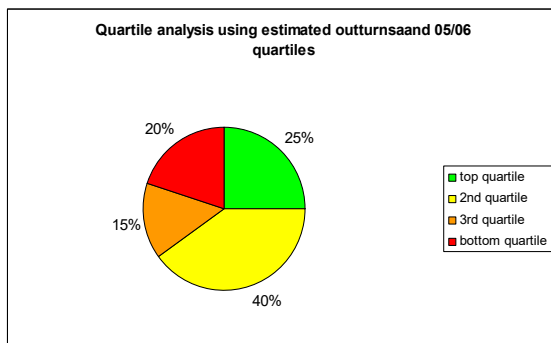
**Performance Summary**

No. of PI's improving (I)		No. of PI's meeting YTD target	27	No. of PI's where est. outturn projected to meet target	37
No. of PI's Stable (S)		No. of PI's missing YTD target by < 10%	11	No. of PI's projected to miss target by < 10%	3
No. of PI's worsening (W)		No. of PI's missing YTD target by >10%	3	No. of PI's projected to miss target by >10%	1

**Achievements**

- 67% of indicators are improving or stable
- 65% of indicators are achieving their target
- 90% of indicators are projected to meet target

NB not all BVPI indicators are gathered quarterly, so the pie chart does not give a full picture of the projected position at the year end

**Issues****Revenue Budget summary April- June 2007/08**

Department	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Corporate Services</b>	885	280	250	-30	885	0
<b>Culture &amp; Community</b>	3,178	930	940	10	3,272	94
<b>E-Government &amp; Customer Services</b>	145	113	65	-48	147	2
<b>Financial Services</b>	1,494	414	410	-4	1,494	0
<b>Legal, Equality &amp; Democratic Services</b>	925	473	433	-40	919	-6
<b>Human Resources &amp;</b>	68	18	-28	-46	65	-3

<b>Organisational Development</b>						
<b>Planning &amp; Environment</b>	5,853	1,503	1,374	-129	5,811	-42
<b>Street Scene and Waste Management</b>	4816	1289	1308	19	4858	42
<b>TOTAL</b>	<b>17,366</b>	<b>5,020</b>	<b>4,751</b>	<b>-269</b>	<b>17,451</b>	<b>85</b>
<b>Financial Commentary</b>						
The Council is significantly underspent in the first quarter due to the impact of vacant posts. Due the majority of these posts being filled the budget holders are to continue the regular monitoring of financial performance to identify any areas of concern to ensure they are addressed in a timely manner to reduce the potential overspend.						

### Capital Budget summary April- June 2007/08

Department	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Corporate Services</b>	20	-	-	-	20	-
<b>Culture &amp; Community</b>	1,347	106	126	20	1,027	-320
<b>E-Government &amp; Customer Services</b>	567	18	5	-13	567	-
<b>Financial Services</b>	45	9	9	-	45	-
<b>Legal, Equality &amp; Democratic Services</b>	207	44	1	-43	209	2
<b>Human Resources &amp; Organisational Development</b>	30	-	-	-	30	-
<b>Planning &amp; Environment</b>	3,616	169	184	15	2,502	-1,114
<b>Street Scene and Waste Management</b>	1,517	381	276	-105	1,291	-226
<b>Budget for Support Services Recharges</b>	127	-	-	-	127	-
<b>TOTAL</b>	<b>7,476</b>	<b>727</b>	<b>601</b>	<b>-126</b>	<b>5,818</b>	<b>-1,658</b>

## **Financial Commentary**

Underspend mainly due to Disabled Grants, Gilbert Court and purchase of vehicles as detailed above.

### **5.0 TREASURY MANAGEMENT**

#### **5.1 Investment Interest**

5.1.1 For the quarter to 30<sup>th</sup> June 2007 the Council received net investment income amounting to £185k against predicted year to date receipts of £158k. This income is a combination of interest earned on in-house managed funds (cash currently surplus to cash flow requirements that is placed on short-term deposit) and the investment income arising on the externally managed funds (Invesco and HSBC fund managers). The increased interest has arisen due to slippage on the capital programme which has made additional surplus cash available for deposit.

5.1.2 Details on the individual fund managers' performance is detailed below.

#### **5.2 INVESCO**

##### **5.2.1 Investment Objectives**

To optimise returns commensurate with the containment of risk and to achieve a target return of 110% of the benchmark, net of fees, over a 3 year rolling period.

##### **5.2.2 Portfolio Performance**

At 1 April 2007 the Council's investment was valued at £10.886 million. In the quarter to June the investment earned income amounting to £135k and management fees applied to the portfolio for the period totalled £7k. The market value of the funds invested with Invesco was £11.014 million as at 30 June 2007.

##### **5.2.3 Future Plans**

As part of our investment strategy arrangements are currently being put in place to recall funds held with Invesco. The funds will be managed in-house thereby saving management fees of approximately £23k per annum net.

#### **5.3 HSBC**

##### **5.3.1 Investment Objectives/Level of Risk**

The investment objective is set out in the Client Agreement with HSBC with a portfolio mandate of short maturity with a medium level of risk.

##### **5.3.2 Portfolio Performance**

At 1 April 2007 the Council's investment was valued at £10.422 million. In the quarter to June the investment earned income amounting to £14k. Management fees applied to the portfolio for the period totalled £6k. The market value of the funds invested with HSBC was £10.430 million as at 30 June 2007.

**6. FINANCIAL IMPLICATIONS**

Covered in the report

**7. LEGAL IMPLICATIONS**

None

**8. COUNCIL OBJECTIVES**

8.1 The report demonstrates how the Council is managing its financial and operational performance to deliver the objectives

**8. RISK MANAGEMENT**

8.1 The main risks associated with the details included in this report are:

- Decline in performance within the departments
- Significant overspends across the Council

8.2 These risks are being managed as follows:

- Decline in performance

Risk Register: all departmental and corporate registers

Key Objective Ref No: all objectives which link to delivery of BVPI and LPI as detailed in departmental business plans

Key Objective: Delivery of Performance Indicators as presented in Business Plans

- Significant Overspends across the Council :

Risk Register: Financial Services

Key Objective Ref No: 6

Key Objective: To provide an efficient and effective accountancy service to support the financial management across the Council

**9. CUSTOMER IMPLICATIONS**

None as a direct result of this report

**10. EQUALITIES AND DIVERSITY IMPLICATIONS**

None as a direct result of this report

**11. OTHER IMPLICATIONS**

Procurement Issues None
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Personnel Implications	None
Governance/Performance Management – subject of the report	
Community Safety including Section 17 of Crime and Disorder Act 1998	None
Policy	None
Environmental	None

## 12. **OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	
Chief Executive	Yes
Corporate Director (Services)	Yes
Assistant Chief Executive	Yes
Head of Service	Yes
Head of Financial Services	Yes
Head of Legal, Equalities & Democratic Services	Yes
Head of Organisational Development & HR	Yes
Corporate Procurement Team	No

## **APPENDICES**

- Appendix 1 Performance Summary for June 2007
- Appendix 2 Detail Performance report for June 2007
- Appendix 3 Detailed figures to support the performance report
- Appendix 4 Detail breakdown of sickness figures

## **CONTACT OFFICERS**

Hugh Bennett, Assistant Chief Executive  
 Jayne Pickering, Head of Financial services  
 John Outhwaite, Senior Policy & Performance Officer