

**BROMSGROVE DISTRICT COUNCIL**

**CABINET**

**03 SEPTEMBER 2008**

**JUNE (QUARTER 1) INTEGRATED FINANCE & PERFORMANCE REPORT**

Responsible Portfolio Holder	Councillor Mike Webb Cabinet member for Performance Councillor Geoff Denaro Cabinet Member for Finance
Responsible Head of Service	Hugh Bennett, Assistant Chief Executive Jayne Pickering, Head of Financial Services
Key Decision	

**1. SUMMARY**

To report to Cabinet on the Council's performance and financial position at 30th June 2008 (period 3, quarter 1).

**2. RECOMMENDATIONS**

- 2.1 That Cabinet notes that 67% of PI's for which data is available are Improving or Stable.
- 2.2 That Cabinet notes that 86% of PI's for which data is available are achieving their Year to Date target.
- 2.3 That Cabinet notes that 96% of PI's for which data is available are predicted to meet their target at year end.
- 2.4 That Cabinet notes the £268,000 predicted outturn revenue spend variance and other financial information.
- 2.5 That Cabinet considers the corrective actions being taken on both the Council's performance and finances and whether any further actions are required.

**3. BACKGROUND**

- 3.1 This is the first integrated quarterly finance and performance report for 2008/09. The performance element has been revised to reflect the introduction of the new 'National Indicator' set which replaced the former Best Value Performance Indicator set on 1<sup>st</sup> April. As well as the revised corporate performance indicator set, shown in Appendix 2.

#### 4. PROGRESS IN THE QUARTER

An integrated performance and finance report for each department, plus a council summary, is shown on the following pages.

<b>Overall Council Summary</b>	<b>Quarter 1 (June 30<sup>th</sup>) 2008/09</b>
--------------------------------	---

#### Performance Summary

No. of PI's improving (I)	19	No. of PI's meeting YTD target	24	No. of PI's where est. outturn projected to meet target	27
No. of PI's Stable (S)	10	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 (W)	0	No. of PI's missing YTD target by >10%	2	No. of PI's projected to miss target by >10%	0

#### Achievements

67% of PI's are Improving or Stable  
 86% of PI's are achieving their Year To Date target  
 96% of PI's are predicted to meet their target at year end

The number of PI's with worsening performance is worthy of further explanation. In most cases the decline in performance is marginal, apart from the increase in vehicle crime (see appendix 2 for explanation and action plan). In all but two cases performance remains on or above target for the year to date, with just two missing their year to date target by less than 10%.

#### Issues

Overall the Council's performance remains strong, with 88% achieving the year to date targets. Successes include:-

- the reduction in household waste collections missed in June (similarly for recycling);
- the number of affordable housing units built in quarter 1 (50, compared to a target of 20);
- the further reduction in families living in temporary accommodation (13 compared to a target of 23);
- the excellence performance at the CSC through the first quarter (three years ago the times were up at 88 seconds, we now achieved 34 seconds in April, traditionally a very busy month because of Council Tax billing). In June we achieved 26 seconds; and
- the good performance on sickness levels, which if sustained for the rest of the year will see our sickness levels come down to an acceptable level.

There are two indicators where performance is worse than target for the month of June:-

- Violent crimes – this is caused by arrests being made for low level domestic incidents as a way of cooling off the situation; and

- PACT meetings attended to senior officers – this has been caused by late notification from the Police, which has now been resolved.

### Revenue Budget summary

Service Head	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>	812	262	260	-2	816	4
<b>E-Government &amp; Customer Services</b>	62	406	457	50	87	24
<b>Financial Services</b>	1,567	335	266	-69	1,509	-58
<b>Legal, Equalities &amp; Democratic Services</b>	923	621	570	-51	891	-32
<b>Human Resources &amp; Organisational Development</b>	99	93	99	6	109	10
<b>Planning &amp; Environment Services</b>	5,661	518	424	-94	5,598	-63
<b>Street Scene &amp; Community</b>	8,071	1,250	1,293	43	8,453	382
<b>TOTAL</b>	<b>17,195</b>	<b>3,485</b>	<b>3,369</b>	<b>-116</b>	<b>17,463</b>	<b>268</b>

## Financial Commentary

The Council is operating close to its financial targets across most areas for the first quarter. However, some of the under spends reflected in departments relate to further efficiency/negotiated savings made in areas such as business rates and insurance. As these are corporate in nature they will not be available for departments use to offset alternative expenditure and will be returned to a corporate budget as part of a revised budget exercise due following the second quarter performance report.

The projected variances for Planning & Environment Services includes a £100k projected under spend relating to the Local Plan. It is recommended that this surplus budget be returned to revenue balances as detailed in section 2 of this report.

The projected outturn shows the major pressures arise mainly in Street Scene and Community. This is due to the delay in the transfer of the sports centres to the Leisure Trust together with a projected shortfall on car parking income and increased costs relating to the improved travel concessions scheme.

The current projected outturn for net cost of services is anticipated to be an over spend of £268k. This will be offset by the additional income generated from investments of £262k. This is presented later in this report and is mainly due to the rescheduling of the capital programme resulting in more funds available for investment and the interest rates being higher than anticipated due to current market conditions.

The revised net position would be an over spend of £6k.

## Capital Budget summary April-June 2008

Department	Revised Budget £'000	Actual spend YTD £'000	Projected outturn £'000	Projected variance £'000
<b>Corporate Services</b>	0	0	0	0
<b>E-Government &amp; Customer Services</b>	6,210	44	4,410	(1,800)
<b>Financial Services</b>	0	0	34	34
<b>Legal, Equality &amp; Democratic Services</b>	606	4	120	(486)
<b>Human Resources &amp; Organisational Development</b>	30	0	0	(30)
<b>Planning &amp; Environment</b>	3,045	282	2,142	(903)

<b>Street Scene and Community</b>	2,577	224	2,033	(544)
<b>Budget for Support Services Recharges</b>	130	0	130	0
<b>TOTAL</b>	<b>12,598</b>	<b>554</b>	<b>8,869</b>	<b>(3,729)</b>

**Financial Commentary**

A report regarding the profile of capital budgets during 2008-09 including expenditure already identified as unlikely to occur within this financial year has been compiled for members and reported to September Cabinet.

<b>Street Scene &amp; Community</b>	<b>Quarter 1 (June 30<sup>th</sup>) 2008/09</b>
-------------------------------------	---

### Performance Summary

No. of PI's improving (I)	6	No. of PI's meeting YTD target	13	No. of PI's where est. outturn projected to meet target	14
No. of PI's Stable (S)	4	No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	1
No. of PI's worsening (W)	4	No. of PI's missing YTD target by >10%	1	No. of PI's projected to miss target by >10%	0

### Achievements

Performance in this area continues to be strong, with 13 indicators showing improved performance. The Customer Panel results show a significant improvement in the perception of street cleanliness and recycling.

### Issues

There are no significant performance issues, however, the financial performance of car parking and the negotiations on the transfer of the Dolphin Centre are a concern.

### Revenue Budget summary

Service Head	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Community Safety</b>	713	183	184	1	718	5
<b>Parks &amp; Recreation</b>	667	70	57	-12	667	0
<b>Promotions</b>	329	61	77	17	369	40
<b>Sports Centres</b>	618	167	177	10	794	177
<b>Sports Development</b>	572	39	14	-25	569	-3
<b>Streets &amp; Grounds</b>	2,312	285	303	18	2,320	8
<b>Car Parks</b>	-817	-178	-143	35	-713	104
<b>Depot Misc</b>	-16	282	269	-13	-13	3
<b>SS&amp;C Mgt/admin</b>	0	96	90	-6	0	0
<b>Transport &amp; Waste</b>	3,257	136	154	18	3,259	2
<b>Travel Concessions</b>	436	108	113	5	482	46
<b>Waste Policy</b>	0	0	-4	-4	0	0
<b>TOTAL</b>	<b>8,071</b>	<b>1,250</b>	<b>1,293</b>	<b>43</b>	<b>8,453</b>	<b>382</b>

## Financial Commentary

- The projected overspend for Community Safety relates to an expected increase in equipment maintenance costs; these are slightly offset by an expected increase in income. There are also reduced staffing costs due to post movements.
- Projected overspend on Promotions relates to ongoing costs of the Museum.
- Sports Centres projected overspend relates to the delay of the Trust transfer.
- Sports Development projected under spend relates to the new Sports Development Offices being in post for only 10 months in this financial year.
- Streets and Grounds projected overspend originates from a lack of supply and service budgets these may have been allocated to Depot Miscellaneous.
- Car park income is showing a projected reduction, due to a national footfall reduction of 1.5% reflecting current economic and fuel conditions. The remaining shortfall is a combination of the reduction in use due to the price increase, the trend results in a reduction in ticket sales of 4% in the first year.
- Travel concessions overspend is due to an increase in claims.

## Capital Budget summary April-June 2008/09

Service	Revised Budget £'000	Actual spend YTD £'000	Projected outturn £'000	Projected variance £'000
<b>Cemeteries</b>	7	0	7	0
<b>Community Safety</b>	164	0	164	0
<b>Parks, Play areas &amp; Open Spaces</b>	890	60	339	-551
<b>Leisure Centres</b>	710	25	710	0
<b>Culture and Community General</b>	126	0	126	0
<b>Replacement Vehicles</b>	680	88	620	-60
<b>Site works</b>	0	0	66	66
<b>TOTAL</b>	<b>2,577</b>	<b>173</b>	<b>2,032</b>	<b>-545</b>

## Financial Commentary

- The continuation of the 10 year Vehicle Replacement Programme across the service.
- Site works is 2007-08 unspent budget, which is subject to carry forward approval.
- A virement of £90k was approved in July from Dolphin phrase I to Phrase II this has been reflected in the expenditure.
- Parks and open spaces are projecting an annual under spend, two schemes are dependent on an update due in November (Barnsley Hall and District Wide Provision / Enhancement of Sports Facilities) it is considered unlikely that either scheme will commence until 2009/10

A report regarding the profile of capital budgets during 2008-09 including expenditure already identified as unlikely to occur within this financial year has been compiled for members.

<b>Planning &amp; Environment Services</b>	<b>Quarter 1 (June 30<sup>th</sup>) 2008/09</b>
--	---

**Performance Summary**

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

**Achievements**

The Department Managers undertook an "Away Day" at the beginning of April to discuss the financial savings target for the Department for 09/10, as well as what operational efficiencies were likely to be made as a consequence of the introduction of the new CAPS UNIFORM system. The Head of P&E has formulated a draft Review of the entire Department and is currently liaising with HR&OD to work out a timetable for consultation and implementation of the findings of that review.

The Department as a whole has maintained the good performance of last year within the first quarter of 08/09. The determination of planning applications by Development Control remains high:

Majors (7/9) = 78%

Minors (36/45) = 80%

Others (229/244) = 94%

The Commercial Food health and Safety section of Environmental Health had an external audit of its activities undertaken by the Food Standards Agency in June. An Action Plan is in the process of being agreed with the Agency in response to the findings of that audit.

The Strategic Housing section received its service re-inspection from the Audit Commission Report on May 15<sup>th</sup> 2008. The service had previously been inspected in March 2006 when it had been rated as being a poor, zero star service with uncertain prospects for improvement. The outcome of the Re-Inspection that took place in February this year states that Bromsgrove District Council's Strategic Housing Service is a fair, one-star service which has promising prospects for improvement and was assessed as being a one star service with promising prospects.

The comprehensive Longbridge Area Action Plan, a joint regeneration plan with the City of Birmingham, was submitted to the Planning Inspectorate at the beginning of April and the Examination in Public is expected to take place in October 2008.

The Bromsgrove Town Centre Area Action plan issues paper was agreed by the Local Development Framework Working Party and a consultation exercise is to be undertaken in the second quarter of this year.



Building Control received an unannounced inspection to assess their BSI accreditation and was successful in retaining that accreditation.

**Issues**

The impact of Job Evaluation resulted in staff retention issues within the Development Control Service becoming apparent with the first quarter of this year. 2 members of staff have left and 3 further posts will become vacant within the second and third quarters of this year.

Environmental Health are still seeking to recruit to a post within the Commercial Services section whilst the Environment Officer post within Strategic Planning also became vacant.

Recruitment is on going.

The introduction of the CAPS UNIFORM system has been continuous throughout the quarter but this has resulted in considerable staff time being taken up with training. Service Managers have tried, where possible to ensure that impact on service delivery has been minimal or effectively managed.

**Revenue Budget summary**

Service Head	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>	959	6	-38	-45	908	-51
<b>Environmental Health</b>	997	144	123	-22	955	-42
<b>Licensing</b>	-4	-6	-4	2	-9	-5
<b>Planning Administration</b>	-8	31	49	18	50	57
<b>Strategic Housing</b>	3,089	166	169	3	3,140	51
<b>Strategic Planning</b>	465	130	78	-53	351	-113
<b>Economic Development</b>	115	29	28	-1	122	7
<b>Retail Market</b>	50	17	19	2	82	32
<b>TOTAL</b>	<b>5,661</b>	<b>518</b>	<b>424</b>	<b>-94</b>	<b>5,598</b>	<b>-64</b>

## Financial Commentary

- The current under-spends are due to a number of vacancies within the department. These vacant posts will be reviewed as part of a wider Departmental Review that is looking into efficiencies and savings as part of the three year financial plan.
- There has also been identified within Strategic Planning an amount of £100k for the local plan inquiry which it is considered is no longer required. This will be released back to balances after formal a recommendation to do so.
- It is projected there will be an under-spend of 64k by the end of the financial year. This being the net effect of the under-spends on salaries and the Strategic Planning budget against the loss of income in land charges, Market Hall, the closure of the hostels and the loss of income on Pre-transfer Right to Buys(PRTB's).

## Capital Budget summary April-June 2008/09

Service	Revised Budget £'000	Actual spend YTD £'000	Projected outturn £'000	Projected variance £'000
<b>Strategic Housing</b>	2,760	131	2,032	-728
<b>Town Centre</b>	284	0	110	-174
<b>TOTAL</b>	<b>3,044</b>	<b>131</b>	<b>2,142</b>	<b>-902</b>

## Financial Commentary

- Expected under spend on Disabled Facilities Grants and Discretionary Home Repair Grants totals £100k. A number of cost saving measures have been and are currently being introduced, therefore more grants are being completed for better value for money. Measures include the following: - procurement framework, introduction of self contained modular buildings, preferred partnership working.
- Grants to RSL schemes – a number of schemes are under way, in addition we are working with partners to secure additional funding for other schemes, early indications are that either the scheme will not be ready to not commence this year or the budget will be combined with 2009/10's for a larger strategic project.
- The two budgeted schemes for Improvements / upgrade to Houndsfield lane caravan park are to be integrated and but work is unlikely to commence until 2009/10.
- Town centre new toilet block is subject to town centre plans and unlikely to commence until 2009/10.

A report regarding the profile of capital budgets during 2008-09 including expenditure already identified as unlikely to occur within this financial year has been compiled for members.

<b>E-Government &amp; Customer Services</b>	<b>Quarter 1 (June 30<sup>th</sup>) 2008/09</b>
---	---

### Performance Summary

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

### Achievements

#### Customer Service Centre

The queue management system continues to improve the management of the flow of customers through the CSC. The large screen is now being used by other organisations e.g.: BARN, to promote their services.

The queue management system also monitors waiting times for face to face customers and provides management information about the types of enquiries being handled in the centre. Since April 08 approx 7500 customers have been logged on the queue management system. The average wait time for customers in the CSC is 9 minutes and is below the HUB performance target of 15 minutes. The average face to face customer serving time is 11 minutes.

In April a PACT feedback system was introduced at the CSC supporting PACT meetings in association with West Mercia Police.

In May building work to meet DDA compliance was undertaken in the CSC involving structural changes to the entrance ramp. The ramp is now fully compliant.

In June the Registration Service went live at the CSC increasing the availability of County services to our customers.

The majority of CSC PI's are exceeding target:

- Resolution at first point of contact (all services) is showing a consistent trend of improvement and is exceeding target. Average of 97%
- Resolution at first point of contact (telephone) is also above target with an average of 96%
- Resolution at first point of contact (face to face) is 98%. The queue management system mentioned above has had a direct positive impact on this PI.
- 85% of calls will be answered before the call is abandoned is above target at 94%

The latest Customer Satisfaction Survey results from this year's survey indicate that 83% of our customers are satisfied with how easy it is to contact the Council. Whilst 73% said they would recommend the CSC to a friend.

#### Information Communication Technology Services

A full audit of the local area network has been completed and reconfiguration started.

The Citrix Server has been upgraded to the latest software version to provide a more stable platform.

The Hate Crime text messaging service went live in April.

The first trial Virtual Server went live in April.

New support arrangements were introduced for Council Tax Billing yearend processing which resulted in no system failures during this period.

Software packages were created to help speed up the installation of programs to support the Spatial Project.

The rollout of Citrix thin client at home for Cllrs and staff is continuing. Feedback from this rollout is being used to fix issues and improve access.

### **Spatial Project**

The planning module is now live with all new applications being processed in the new system.

Document Management system is now live in the following departments:

- Front of House
- Human Resources
- Chief Executives
- Culture & Community Services
- Street Scene & Waste Management
- E-Government & Customer Services
- Strategic Housing
- Land Charges
- Economic Development
- Building Control

The Elections Management System is now live.

The public access modules that will allow our customers to access and provide information on Scores on the Doors, Local Development Framework, Planning applications, Licensing and Building Control are all installed awaiting roll out during the rest of the year.

### **Issues**

Whilst sickness absence levels at the CSC have improved during the first quarter further monitoring of the situation is required to ensure continued improvement.

## Revenue Budget summary

Service Head	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Customer Service Centre</b>	54	108	82	-26	58	4
<b>E-Government</b>	8	299	374	76	29	20
<b>TOTAL</b>	<b>62</b>	<b>407</b>	<b>456</b>	<b>50</b>	<b>87</b>	<b>24</b>

### Financial Commentary

- It is expected that there will be an over spend of £55,000 at the end of the financial year. The majority of the projected overspend is related to two main areas within E-Government. It is expected that a £17,000 overspend will be incurred in relation to telephone costs, this is due to a first year revenue impact for telephone links between the Dolphin Centre site, the Depot and the main Council Offices. The other large projected overspend is related to computer software where it is expected that this will be £30,000 overspent due to extra Microsoft licences that need to be purchased. Neither of these costs could have been predicted.

## Capital Budget summary April-June 2008/09

Service	Revised Budget £'000	Actual spend YTD £'000	Projected outturn £'000	Projected variance £'000
<b>E-Government</b>	6,210	44	4,410	-1,800
<b>TOTAL</b>	<b>6,210</b>	<b>44</b>	<b>4,410</b>	<b>-1,800</b>

### Financial Commentary

- Phase I of the Spatial Project is on target, the expected variance relates to Phase II.

A report regarding the profile of capital budgets during 2008-09 including expenditure already identified as unlikely to occur within this financial year has been compiled for members.

<b>Financial Services</b>	<b>Quarter 1 (June 30<sup>th</sup>) 2008/09</b>
---------------------------	---

### Performance Summary

No. of PI's improving (I)		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 (S)		No. of PI's missing YTD target by < 10%	1	No. of PI's projected to miss target by < 10%	
No. of PI's worsening (W)	2	No. of PI's missing YTD target by >10%		No. of PI's projected to miss target by >10%	

### Achievements

- Closedown of 2007/08 and reporting of Statement of Accounts to Cabinet within statutory deadline
- Outturn report presented to members
- Continued roll out of Purchase Order Processing system
- Continued improvement to quarterly finance and performance reporting
- Supported the development of departmental risk registers
- Continued the performance of benefit claims processed
- Performance on Council Tax and Business Rate collection within target
- Successful prosecutions for the Fraud section
- Procurement support to Redditch Council demonstrating improvements

### Issues

- Vacancies within Internal Audit impacting on the delivery of the 2008/09 plan. To negotiate support from other districts.
- Number of vacancies within Revenues and Benefits to be advertised.

## Revenue Budget summary

Service Head	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Central Overheads</b>	117	29	34	5	117	0
<b>Accountancy &amp; Administration</b>	15	126	138	12	22	7
<b>Internal Audit</b>	0	31	21	-10	3	3
<b>Grants &amp; Donations</b>	91	42	37	-5	86	-5
<b>Revenues &amp; Benefits</b>	1,344	107	36	-71	1,281	-63
<b>TOTAL</b>	<b>1,567</b>	<b>335</b>	<b>266</b>	<b>-69</b>	<b>1,509</b>	<b>-58</b>

### Financial Commentary

- It is projected that Financial Services will be £58,000 underspent at the end of the financial year. This mainly comprises a projected overspend on agency staff within the revenues and benefits section netted against the extra income expected from Housing Benefit overpayments recovery.

## Capital Budget summary April-June 2008/09

Service	Revised Budget £'000	Actual spend YTD £'000	Projected outturn £'000	Projected variance £'000
<b>E-Government</b>	0	0	34	34
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>34</b>	<b>34</b>

### Financial Commentary

- The remaining under spend from 2007/08 is awaiting carry forward approval.
- The Purchase Order Processing system was originally piloted in accountancy and ICT departments. Further rollout to Revenues and Benefits section and the CSC has been completed with programmed rollout to the whole of the Council.
- The majority of this scheme was completed in 2006/07 and the budget is intended for completion of the project.

A report regarding the profile of capital budgets during 2008-09 including expenditure already identified as unlikely to occur within this financial year has been compiled for members.

<b>Chief Executive's Department</b>	<b>Quarter 1 (June 30<sup>th</sup>) 2008/09</b>
-------------------------------------	---

### Performance Summary

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

#### Achievements

Clearly, the key issue in the Department has been the consideration and preparation for the joint chief executive position with Redditch BC. This Acting position went live on 01 August.

#### Issues

The main issue for the Department is the maintaining of a strategic focus on Bromsgrove (including preparation for the forthcoming CPA) whilst starting work with Redditch. The Council Plan Pt 1 document is in draft (this sets the strategic direction for the Council) and a draft CPA self assessment has been produced.

### Revenue Budget summary

Service Head	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Policy &amp; Performance</b>	38	92	89	-3	38	0
<b>Corporate Management</b>	754	176	166	-10	758	4
<b>Corporate Projects</b>	19	5	5	0	29	0
<b>TOTAL</b>	<b>812</b>	<b>273</b>	<b>260</b>	<b>-13</b>	<b>825</b>	<b>4</b>

#### Financial Commentary

The Corporate Communication, Policy and Performance team has secured external funding for the post of Improvement Manager and contributions towards the costs of the Local Strategic Partnership. Whilst there may be pressure achieving the income target for Together Bromsgrove it is expected that savings elsewhere within the team's budget will adequately meet any shortfall.

### Capital Budget summary April- June 2008 – No Capital budget



**Performance Summary**

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

**Achievements**

- The Council is making progress towards level 3 of the Local Government Equality Standard
- A successful participatory budgeting exercise has resulted in funds being allocated to Black History Month, Diwali and Padstone Day Centre in Bromsgrove for adults with learning disabilities.
- The Council has signed up to a service level agreement with the Worcestershire County Council for the delivery of assets management functions and this has enabled the Council to further the actions outstanding within the Assets Management Action Plan
- The Legal Department have successfully recruited an officer to undertake ethical standards matters and the post holder will be in post by October
- The Committee Administration team has successfully recruited a Scrutiny Officer who will focus primarily on furthering the scrutiny process within the decision making process
- The elections team continue to work with harder to reach groups in their quest to accelerate democratic participation within Bromsgrove District. Easy to follow packs have been prepared and distributed to older persons homes and sheltered accommodation to explain the purpose of and process involved in postal voting. This has been very well received.
- The Equalities and Diversity Conference event was held in April 2008 and over 60 delegated were present, including residents, officers, members and partners. The forum and the Disabled Users Group continue to thrive and provide the Council with an invaluable communication and involvement tool.
- The high dependency unit and community transport projects now boast their own user involvement groups and there are community representatives and stakeholders who are involved in the town centre working group to ensure involvement from disabled people in the planning stages.

**Issues**

- The introduction of the case management system in the Legal Department has been problematic and it has taken some time to iron out the technical issues. This has now been achieved but it is fair to say that it is behind schedule.

## Revenue Budget summary

Service Head	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Administration Services</b>	0	31	34	3	-3	-3
<b>Committee &amp; Member Services</b>	819	116	124	8	817	-2
<b>Elections &amp; Registration</b>	176	29	23	-5	191	15
<b>Facilities Management</b>	-81	355	297	-58	-112	-48
<b>Legal Services</b>	10	90	92	2	16	6
<b>TOTAL</b>	<b>923</b>	<b>621</b>	<b>570</b>	<b>-51</b>	<b>892</b>	<b>-32</b>

### Financial Commentary

- The budget for the electoral services department is and will continue to be overspent for this year. The Elections Manager post was vacant for a considerable time and as a consequence the budgets in relation to the postal voting and publications was not an accurate reflection of the actual costs. It is fair to say that it is unlikely that this would have been predicted accurately in any event given the considerable changes throughout the elections period in relation to the postal voting process and the elections act generally.
- Members need to be aware that the costs associated with the devolution of member investigations from the Standards Board to the Council's Standards Committee are proving to be considerable given the number of elected member complaints being managed through this quarter. If this continues then this will cause a budgetary issue for Legal Equalities and Democratic Services.
- It is projected there will be an under spend for the year due mainly to savings in Facilities Management budgets for insurance and business rates. As mentioned earlier in the report these will be returned to a corporate budget following the second quarter performance reports.

## Capital Budget Summary April-June 2008

Service	Revised Budget £'000	Actual spend YTD £'000	Projected outturn £'000	Projected variance £'000
<b>Facilities Management</b>	606	4	120	-486
<b>TOTAL</b>	<b>606</b>	<b>4</b>	<b>120</b>	<b>-486</b>

### Financial Commentary

- The under-spend 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 these budgets will remain unspent until a clearer picture is available on the future of some of the Council's facilities.

A report regarding the profile of capital budgets during 2008-09 including expenditure already identified as unlikely to occur within this financial year has been compiled for members.

<b>Human Resources &amp; Organisational Development</b>	<b>Quarter 1 (June 30<sup>th</sup>) 2008/09</b>
---	---

### Performance Summary

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

### Achievements

Investor in People Full accreditation secured

Completion of staff PDR's an improvement on last year and all complete much earlier.

Sickness absence levels under yearly target – currently reporting at 7.72 days per employee against a target of 8.75. Also an improvement on comparison to equivalent period last year (8.62 days).

### Issues

TUPE transfer of Leisure Services staff – negotiations protracted and difficult creating anxiety amongst staff.

Job Evaluation – negotiations with Unison have been protracted, causing delays in the implementation timetable. Timetable adjusted accordingly.

### Revenue Budget summary

Service Head	Revised Budget £'000	Profiled budget YTD £'000	Actual spend YTD £'000	Variance to date £'000	Projected outturn £'000	Projected variance £'000
<b>Human Resources &amp; Organisational Development</b>	99	93	99	6	109	10
<b>TOTAL</b>	<b>99</b>	<b>93</b>	<b>99</b>	<b>-47</b>	<b>109</b>	<b>10</b>

### Financial Commentary

- There is an under-spend is on the corporate training budget and Councillors training budget – however it is anticipated that these budgets will be used fully in 08/09.
- The projected out-turn for the financial year is 11k over-spent. This is due to the vacancy management provision as the department is fully staffed.

## Capital Budget summary April-June 2008

Service	Revised Budget £'000	Actual spend YTD £'000	Projected outturn £'000	Projected variance £'000
<b>Human Resources &amp; Organisational Development</b>	30	0	0	-30
<b>TOTAL</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>-30</b>

### Financial Commentary

- Research is still under way to identify the requirements of the new system and the link with the spatial project, before a tender specification can be prepared.

A report regarding the profile of capital budgets during 2008-09 including expenditure already identified as unlikely to occur within this financial year has been compiled for members.

### 4.3 Sundry Debtors

4.3.1 Sundry Debt is raised by the Council to ensure effective recovery of debts owing. The outstanding balance at 30/06/08 was £310k which includes £34k of car parking fines, £27k lifeline debts, £55k rents/ hire charges, £18k building regulations, £92k trade waste and cesspool emptying and £42k in respect of services provided by the Council to other organisations (e.g. contracts with BDHT for legal work). Of the outstanding balance only £77k has been outstanding for a period of 90 days or more.

## 5.0 TREASURY MANAGEMENT

### 5.1 Investment Interest

5.1.1 For the period to 30 June 2008 the Council received net investment income amounting to £243k against predicted year to date receipts of £110k. 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 (HSBC fund managers). The increased interest has arisen due to slippage on the capital programme which has made additional surplus cash available for deposit, combined with enhanced interest rates achieved as a result of the recent market conditions.

Due to the forthcoming rescheduling of the Capital Programme for 2008/09 it is anticipated that additional funds will be available for deposit during the remainder of the financial year. The estimated position at year end is an additional £262k to that included within the budget.

5.1.2 Details on the fund manager's performance are detailed below.

### 5.2 HSBC

#### 5.2.1 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.

## 5.2.2 Portfolio Performance

At 1 April 2008 the Council's investment was valued at £11.091 million. In the period to June the investment income was £91k. Management fees applied to the portfolio for the period totalled £8k. The market value of the funds invested with HSBC was £11.174 million as at 30 June 2008.

## 6.0 EFFICIENCY SAVINGS

As part of the budget round for 2008/09 a number of efficiency savings were approved. These challenging targets were allocated across all services as detailed in appendix 4. To date there are no major variances to report against any of these targets.

## 7.0 REVENUE BALANCES AND EARMARKED RESERVES

### 7.1 Revenue Balances

The revenue balances brought forward at 1 April 2008 were £2.023 million. The original budget requirement for use of balances in 2008/09 was £0.355 million. This has been increased by £0.534 million due to the approved carry forward of budgets arising from specific under spends in 2007/08. Taking into account the current projected overspend of £0.037 million it is anticipated that revenue balances will equate to £1.097 million at 31 March 2009.

### 7.2 Earmarked Reserves

The Council maintains a number of reserves which have been set up voluntarily to earmark resources for future spending plans. The balance on these reserves is shown below.

Earmarked Reserve	Balance 1 April 2008 £000	Transfer to reserve 2008/09 £000	Currently Required 2008/09 £000	Projected Balance 31 March 2009 £000
Building Control Partnership	6	0	0	6
Planning Delivery Grant	397	153	-419	131
Replacement Reserve	536	0	0	536
Litigation Reserve	140	0	0	140
Leisure Reserve	43	0	0	43
<b>Total</b>	<b>1,122</b>	<b>153</b>	<b>-419</b>	<b>856</b>

## 8.0 REVENUE BALANCES AND EARMARKED RESERVES

8.1 Following a recommendation in the review of the Data Quality Strategy by Internal Audit this report will now include a regular section to report on data quality issues. There continues to be some errors in reporting of performance in Departmental submissions as follows :-

- Planning & Environment – 1 error in reporting and 2 missing items
- Finance – 1 missing item.
- Street Scene & Waste Management – 2 errors in reporting

8.2 These errors were primarily in the coding of the target/trend information – i.e. incorrect traffic lighting and/or incorrect reporting as to whether performance is improving, stable or declining or simply transposition of numbers. There was 1 case of an incorrect figure being reported. All of these were identified by checks applied at the corporate level and quickly resolved. The relevant Departmental Performance Champions have been notified and advised.

## 9. FINANCIAL IMPLICATIONS

Covered in the report

## 10. LEGAL IMPLICATIONS

None

## 11. COUNCIL OBJECTIVES

## 12. RISK MANAGEMENT

Covered in the report.

## 13. CUSTOMER IMPLICATIONS

## 14. EQUALITIES AND DIVERSITY IMPLICATIONS

## 15. OTHER IMPLICATIONS

Procurement Issues	None
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
--------------------

## 16. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	At Leader's Group
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 2008
- Appendix 2 Detail Performance report for June 2008
- Appendix 3 Detailed figures to support the performance report
- Appendix 4 Efficiency Savings 2008/09

### **CONTACT OFFICERS**

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