

E-Government & Customer Services

APPENDIX 3

Performance Indicators and Financial Outturn 2006/07

Ref	Description	HoS	2005/06		Quartile Data	
			Actuals	Quartile	Higher or lower	Median
LPI IT Services	% of helpdesk call closed within timescales	DP	84.95	n/a	n/a	n/a
CSC	Monthly Call Volumes Customer Contact Centre	DP	n/a	n/a	n/a	n/a
CSC	Monthly Call Volume Council Switchboard	DP	n/a	n/a	n/a	n/a
CSC	Resolution at First Point of Contact all services	DP	n/a	n/a	n/a	n/a
CSC	Resolution at First Point of Contact Telephone	DP	n/a	n/a	n/a	n/a
CSC	Resolution at First Point of Contact Face to Face	DP	n/a	n/a	n/a	n/a
CSC	Customer Satisfaction Rating	DP	n/a	n/a	n/a	n/a
CSC	Telephone Service Factor (monthly target)	DP	n/a	n/a	n/a	n/a
CSC	Telephone Service Level (% of days in month TSF met)	DP	n/a	n/a	n/a	n/a
CSC	Average Speed of Answer	DP	n/a	n/a	n/a	n/a
CSC	% of Calls Answered	DP	n/a	n/a	n/a	n/a

Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend
82.50	97.52	I	82.50	83.99	W
activity measure no target set	6,153	n/a	activity measure no target set	9,894	n/a
activity measure no target set	6,932	n/a	activity measure no target set	7,840	n/a
80.00	81.00	W	80.00	83.00	I
80.00	80.00	W	80.00	82.00	I
80.00	85.00	S	80.00	88.00	I
n/a	n/a	n/a	85.00	87.00	n/a
80.00	50.00	W	80.00	50.00	W
90.00	10.00	W	90.00	10.00	I
15.00	46.00	I	15.00	48.00	W
95.00	78.00	W	95.00	76.00	W

2006/07 Target	2006/07 Actual Outturn	2006/07 Outturn Quartile	Comments
82.50	83.99	n/a	
activity measure no target set	n/a	n/a	
activity measure no target set	n/a	n/a	
80.00	83.00	n/a	Performance improved with CSA team have strived to log more calls onto system
80.00	82.00	n/a	Performance improved with CSA team have strived to log more calls onto system
80.00	88.00	n/a	Performance improved with CSA team have strived to log more calls onto system
85.00	87.00	n/a	
80.00	50.00	n/a	Telephone performance hit by dramatic increase of 60% in call volume due to Council Tax billing effective from 15th March . From this day call volumes peaked in such volumes that hit performance
90.00	10.00	n/a	Although performance has fallen overall due to volume of calls received . Prior to Council Tax Bills hitting in the first half the month performance against this target had been good
15 secs	48.00	n/a	Volume of calls received outstrip resource available to handle them
95.00	76.00	n/a	Although performance has fallen overall due to volume of calls received . Prior to Council Tax Bills hitting in the first half the month performance against this target had been good

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Revenue Budget	Approved Budget	Profiled Budget	Actual	Variance
		April-March	April-March	April-March
E-Government & Customer Services	2006/07 £'000	2006/07 £'000	2006/07 £'000	2006/07 £'000
Customer Service Centre	27	27	40	13
E-Government	-33	-33	0	33
TOTAL SERVICE	-6	-6	40	45

Capital/ Recharge Variances Included April-March	Other Variances April-March
2006/07 £'000	2006/07 £'000
35	-22
80	-47
115	-70

Notes on Revenue Financial Performance

The underspend of £70k reflects a combination of

- the income from Worcestershire County Council for the Customer Service Centre was £33k higher than budgeted.
- an underspending of £5k on training fees at the Customer service centre following a decision to freeze training. Training need have now been identified from the PDR process and it is requested that the underspend is carried forward to supplement the training budget for 2007/08.
- Underspend of £28k on the revenue elements of the Infrastructure Project as a result of not implementing the secure tokens scheme. This underspend has been requested as a carry forward to 2007/08.
- Underspend of £4k on the Internet/Intranet was due to the funding in the budget for a post at WCC was not required as the post was vacant for part of the year.

Capital Budget	Revised Capital Budget	Outturn - Direct Expenditure	Support Service charges	Variance - Direct expenditure
	2006/07 £'000	2006/07 £'000	2006/07 £'000	2006/07 £'000
ICT Infrastructure Scheme	441	498	17	57
Internet/Intranet Development	23	19	0	-4
Corporate Budget for IT Upgrades (2006/07)	38	40	1	2
Corporate Budget for IT Upgrades - Increased Resources (2006/07)	14	10	0	-4
Government Connect Scheme	30	0	0	-30
Upgrading to Radius Cash Receipting System (2006/07)	50	54	2	4
Upgrading of Leisure Booking & Receipts/Income Flex-on-Line System (2006/07)	21	21	1	0
Replacement of Academy Revenues & Benefits IT System	400	0	0	-400
Spatial Project	500	112	4	-388
Customer Service Centre	0	158	5	158
Total	1,517	912	30	-605

Notes on Capital Financial Performance

The underspend of £605k is mainly due to

Replacement of Academy Revenues & Benefits IT System underspend of £400k. Due to the developments during the year in relation to the Revenues and Benefits shared services project in Worcestershire, this project has not commenced and a one year extension of the contract had been negotiated. It is now anticipated that the budget will be required in 2008/09.

Spatial Project underspend of £388k which is due to delays in signing the contract leading to a delays in starting the project. The expenditure is to be phased over the life of the project. £325k has already been approved to be carried forward and approval is now requested for the remaining budget.

Customer Service Centre overspend £158k. Although this scheme was completed in 2005/06 the final account has only recently been received. The figures are being disputed and it is hoped that that it may be reduced.

Financial Services

APPENDIX 4

Performance Indicators and Financial Outturn 2006/07

Ref	Description	HoS	2005/06		Quartile Data		Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend	2006/07	2006/07	2006/07	Comments
			Actuals	Quartile	Higher or lower	Median							Target	Actual Outturn	Outturn Quartile	
BV76a	Number of claimants visited, per 1,000 caseload	JLP	215	n/a	n/a	222	180.00	199.00	I	196.00	228.00	I	196	228.00	n/a	Above revised target for 2006/07
BV76b	Number of fraud investigators, per 1,000 caseload	JLP	0.45	n/a	n/a	n/a	0.56	0.42	S	0.56	0.42	S	0.56	0.42	n/a	Officer appointed to post awaiting start date following references etc (vacant post currently being filled by Temp Officer working 3 days a week)
BV76c	Number of fraud investigations, per 1,000 caseload	JLP	47.50	n/a	n/a	41.20	45.83	47.44	I	50.00	53.00	I	50.00	53.00	n/a	above target
BV76d	Number of prosecutions and sanctions, per 1,000 caseload	JLP	10.00	n/a	n/a	4.00	7.79	7.87	S	8.50	8.90	I	8.50	8.90	n/a	above target and top quartile.
BV78a	The average number of days taken for processing new claims.	JLP	37.81	4	L	31.00	35.78	30.29	W	35.78	32.05	W	35.78	32.05	3	This month's figures reflect the impact of the system problems in February when 47% of the productive time was lost due to the failure of the Academy system and the priority for system time to be utilised by Council Tax billing. In March we again lost another days work (05.03.07) which has effected performance. However we have improved by 3.5 days the target originally set for 2006/07
BV78b	The average number of days taken for processing changes in circumstances	JLP	11.88	2	L	11.90	10.80	8.08	I	10.80	8.30	W	10.80	8.30	1	The decline in the March performance is as a result of the system problems reported above. Despite this the team has achieved top quartile for the year.
BV79a	The percentage of cases for which the amount of benefit due was calculated correctly.	JLP	96	4	H	98.20	99.00	93.60	I	99.00	94.20	I	99.00	94.20	4	The accuracy report will be available for Jan- March at end April. The current accuracy levels are disappointing and the team are working towards improvements over the new quarter. The value of the errors was £48 per week for Oct-Dec
BV79bi	The percentage of recoverable Housing Benefit (in-year) overpayments that have been recovered.	JLP	68.05	3	H	70.35	55.00	66.06	I	55.00	65.96	W	55.00	65.96	3	
BV79bii	The percentage of recoverable HB (all-years outstanding) overpayments recovered.	JLP	47.39	1	H	34.11	25.00	29.38	I	25.00	30.99	W	25.00	30.99	3	
BV79biii	The percentage of recoverable HB (all-years outstanding) overpayments written-off.	JLP	10.20	n/a	n/a	n/a	<6%	2.31	S	<6	4.92	W	6.00	4.92	n/a	
BV226c	The total amount spent on advice and guidance on housing, welfare benefits and consumer matters provided by the Council	JLP	32,521	n/a	n/a	n/a	n/a	n/a	n/a	n/a	20,631		32,521	20,631	n/a	This relates to the time spent by strategic housing officers and benefit officers in giving advice in relation to housing matters.
BV8	Percentage of invoices paid on time	JLP	0.93	4	H	95.00	100.00	94.58	W	100.00	94.74	W	100.00	94.74	3	The last nine month of the year had an average performance of over 96% however poor performance in the first quarter of the year of 88% has lowered the average for the year as a whole. A total of 7409 invoice were paid during the year of which 390 were late. The target for 2007/08 is 97% which would need mean a reduction of the number late invoices by 50%
BV9	Percentage of Council Tax collected	JLP	98.30	2	H	98.11	98.60	97.90	W	98.80	98.40	W	98.80	98.40	2	0.10% improvement on last year's collection figure. No recovery work was carried from mid February due to down time on software system and time it took to re input lost data and cash postings.
BV10	Percentage of Non-Domestic Rates collected.	JLP	98.70	3	H	99.00	97.50	96.50	W	98.80	98.20	W	98.80	98.20	4	0.5% drop in performance compared to 2005/06. However as per council tax no recovery action was taken from mid February due to loss of software system and delays in bringing cash posting up to date. Despite this drop in performance the collection rate remained above 98%, this is the first time since 1999/2000 that the ndr collection rate has been maintained at a level above 98% for two consecutive years.
LPI Financial Services	Financial monitoring reports sent to members	JLP	100.00	n/a	n/a	n/a	100.00	100.00	S	100.00	100.00	S	100.00	100.00	n/a	On Target
LPI Financial Services	Number of days to do systems and account reconciliations	JLP	4.74	n/a	n/a	n/a	5.00	2.00	I	5.00	3.33	W	4.00	3.33	n/a	On Target
LPI Financial Services	Number of weeks to do NDR & CTax reconciliations	JLP	3.75	n/a	n/a	n/a	2.00	not completed	W	4.00	3.54	I	4.00	3.54	n/a	Target for March is four weeks so the deadline is late April. It is anticipated that the target of 4 weeks will be achieved. The Feb reconciliations were late due to the system problems on Academy.
LPI Financial Services	% of audit assignments completed in timescale	JLP	79.00	n/a	n/a	n/a	85.00	94.00	I	85.00	93.00	W	85.00	93.00	n/a	Improvement to target
LPI Financial Services	% of the scheduled audit plan delivered	JLP	73.00	n/a	n/a	n/a	54.00	57.00	I	85.00	90.00	I	85.00	90.00	n/a	Exceeded target

Financial Services

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Revenue Budget	Approved Budget	Profiled Budget	Actual	Variance
Financial Services	2006/07 £'000	April-March 2006/07 £'000	April-March 2006/07 £'000	April-March 2006/07 £'000
Benefit Administration	321	321	236	-85
Benefit Payments	-2	-2	-69	-66
Central Overheads	120	120	133	13
Financial Services - Accountancy & Admin	42	42	85	43
Financial Services - Internal Audit	-5	-5	0	5
Grants & Donations	171	171	128	-42
Local Taxation	1,174	1,174	935	-239
Recovery Plan - Financial Services	21	21	0	-21
Revenues & Benefits System Control	-6	-6	20	26
TOTAL SERVICE	1,836	1,836	1,469	-367

Capital/ Recharge Variances Included	Other Variances
April-March 2006/07 £'000	April-March 2006/07 £'000
-12	-73
0	-66
0	13
-36	79
-4	9
0	-42
-194	-45
-21	0
30	-4
-237	-130

Notes on Revenue Financial Performance

The underspend of £130k is mainly due to

Additional grant income in Benefits administration of £98k

The charge to the revenue account in respect of Housing Benefits and Council tax benefit being less than budget. The amount charged to revenue is the residual after claiming all allowable expenditure from the DWP. It is a year end calculation and as such it is not possible to estimate during the year.

The overspend on Accountancy and Audit is due to the corporate target saving of £74k on procurement which is shown in this budget. Savings have been achieved throughout the year and are embedded within financial performance of all service areas of the Council.

The underspend on Local Taxation is due to a savings on general running cost such as printing and stationery (£19k) and income from courts cost being £22k higher than budgeted.

Capital Budget	Revised Capital Budget	Outturn - Direct Expenditure	Support Service charges	Variance - Direct expenditure
Financial Services	2006/07 £'000	2006/07 £'000	2006/07 £'000	2006/07 £'000
Purchase Order Processing System	197	148	4	-49
Total	197	148	4	-49

Notes on Capital Financial Performance

The Purchase Order Processing System project was slightly delayed in starting. The POP system has been introduced as a pilot in two service areas and issued raised at this stage need to be resolved before rollout to the rest of the Council.

Legal & Democratic Services

Performance Indicators and Financial Outturn 2006/07

Ref	Description	HoS	2005/06		Quartile Data	
			Actuals	Quartile	Higher or lower	Median
BV174	The number of racial incidents reported to the Council per 100,000 population	CF	0	n/a	n/a	n/a
BV175	The percentage of those racial incidents that have resulted in further action	CF	n/a	1	H	100
BV2a	The level (if any) of the Equality Standard for Local Government to which the Authority conforms.	CF	1	n/a	n/a	n/a
BV2b	The duty to promote race equality, as a % of a scorecard.	CF	71	2	H	58
BV156	The percentage of Authority buildings' public areas that are suitable and accessible to the disabled.	CF	75.00	2	H	72.87
LPI Legal Services	% draft S106 sent out within 10 days.	CF	n/a	n/a	n/a	n/a

Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend
n/a	0.00	n/a	n/a		n/a
n/a	n/a	n/a	n/a	n/a	n/a
1	1	S	1	2	I
77.00	80.00	I	77.00	80.00	S
85.00	Not known	n/a	85.00	87.50	n/a
90.00	100.00	S	90.00	100.00	S

2006/07 Target	2006/07 Actual Outturn	2006/07 Outturn Quartile	Comments
0	0	n/a	
100.00	n/a	n/a	
2	2	n/a	On target. Inclusive Equalities Scheme - implementation in progress
80	80	1	On target
85.00	87.50	1	The Facilities Management Group has been charged with developing action plans to address all the issues identified in the SCOPE reports. SCOPE are working with the Facilities Management Team to ensure that the targets set accurately reflect the work programme and legislative requirements
90.00	100.00	n/a	All within timescale

Revenue Budget	Approved Budget	Profiled Budget	Actual	Variance
	2006/07 £'000	April-March 2006/07 £'000	April-March 2006/07 £'000	April-March 2006/07 £'000
Legal & Democratic Services				
Administration & Registration	914	914	860	-55
Committee Services	3	3	0	-3
Corporate Facilities	4	4	-0	-4
Elections	46	46	65	18
Facilities Management	-205	-205	-29	176
Legal Services	26	26	4	-23
Recovery Plan - Legal	0	0	0	0
Valuation Services	-3	-3	0	3
TOTAL SERVICE	786	786	899	113

Capital/ Recharge Variances Included	Other Variances
April-March 2006/07 £'000	April-March 2006/07 £'000
-30	-25
-14	11
-9	5
-4	22
162	14
-12	-11
14	-14
28	-25
135	-22

Notes on Revenue Financial Performance

Legal and Democratic Services – £22k underspend

- An overspend of £47k in respect of gas and electric charges at the Council Offices. The utility budget was increased by 10% however the actual charges are significantly higher than that estimated. The increased charges were highlighted in earlier monitoring reports and an overspend of £50k was predicted in the Quarter 3 report.
- There have been underspending within supplies and services on Misc expenses, General insurances and consultants fees totalling £22k.
- A net under spend of £11 k on staff within Legal services and Registration services is a result of saving due to vacant posts offset by the use of agency staff.
- Additional Income for 06/07 has been generated by SLA to BDHT for legal services and other misc sales and fees.

Legal & Democratic Services

Capital Budget	Revised Capital Budget	Outturn - Direct Expenditure	Support Service charges	Variance - Direct expenditure
Legal & Democratic Services	2006/07 £'000	2006/07 £'000	2006/07 £'000	2006/07 £'000
Replacement Electoral Software	15	0	0	-15
Committee Minutes System	18	24	1	6
Disabled Discrimination Act improvements (05/06)	14	6	0	-8
Conversion of Council House Reception Area to Office Accommodation	50	74	2	24
Total	97	104	3	7

Notes on Capital Financial Performance

The variance of £7k is mainly due to :

. an overspend of £23k in respect of the conversion of the Council House reception area to office accommodation. This was the subject of a report to Executive Cabinet on 4th October 2006.

. Replacement Electoral Software underspend £15k. This scheme was delayed due to the effects of an organisational restructure and approval to carry forward the budget into 2007/08 is requested.

Organisational Development & Human Resources

Performance Indicators and Financial Outturn 2006/07

Ref	Description	HoS	2005/06		Quartile Data	
			Actuals	Quartile	Higher or lower	Median
BV11a	The percentage of top 5% of earners: who are women	JP	16.88	4	H	25.00
BV11b	The percentage of top 5% of earners: from minority ethnic communities	JP	0.00	4	H	0.00
BV11c	The percentage of top 5% of earners: with a disability	JP	0.00	4	H	2.09
BV12	The average number of working days lost due to sickness.	JP	10.27	3	L	9.54
BV14	The percentage of employees retiring early (excluding ill-health)	JP	1.50	4	L	0.40
BV15	The percentage of employees retiring on grounds of ill-health	JP	0.60	4	L	0.25
BV16a	The percentage of employees with a disability	JP	0.00	4	H	3.11
BV16b	The percentage of the population with a disability (Census 2001)	JP	11.73	n/a	n/a	n/a
BV17a	The percentage of employees from minority ethnic communities	JP	0.70	4	H	1.40
BV17b	The percentage of population from minority ethnic communities (Census 2001)	JP	2.18	n/a	n/a	n/a
LPI Human Resources	% of staff appraisals undertaken	JP	74.48	n/a	n/a	n/a
LPI Human Resources	% of staff turnover	JP	18.80	n/a	n/a	n/a

Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend
24.00	22.70	S	22.00	22.70	S
1.50	0.00	S	1.50	0.00	S
1.50	4.55	S	1.50	4.55	S
9.16	9.63	I	0.86	10.66	I
1.00	0.00	S	1.00	0.90	W
0.30	0.30	S	0.30	0.30	S
1.20	1.96	S	1.20	1.97	S
n/a	n/a	n/a	n/a	n/a	n/a
1.00	1.22	S	1.00	1.23	S
n/a	n/a	n/a	n/a	2.20	n/a
?	?	?			
12.17	11.31	I	13.28	12.05	S

2006/07 Target	2006/07 Actual Outturn	2006/07 Outturn Quartile	Comments
24.00	22.70	3	This indicator is not cumulative - it is a snap shot at the end of each month. During March there were 5 female employees within the top 5% of earners
1.50	0.00	2	The Council is working with TMP on its branding for recruitment to improve contact with all potential applicants
1.50	4.55	2	The Council is working with TMP on its branding for recruitment to improve contact with all potential applicants - March 1 staff within top 5% of earners
9.50	10.63	3	Performance improved in March, continuing the improving trend since the summer of last year. Disappointingly this was not quite sufficient to offset the high levels of sickness at the beginning of the performance year to bring this indicator out of "red" status. Sickness levels in March were nearly 40% lower than at the peak in May 2006
1.00	0.90	4	This is actual numbers of staff retiring early within the pension scheme (1 person in March)
0.30	0.30	3	
1.20	1.97	4	This is a snap shot at the end of each month - March relates to 8 employees who have identified as themselves having a disability
context measure no target set	11.73	n/a	Information provided by Census - not controllable
1.00	1.23	3	This is a snap shot at the end of each month - March figures are based on 5 employees
context measure no target set	2.18	n/a	Information provided by Census - not controllable
100.00	99.00	n/a	PDRs are currently being undertaken - figures will be reported in April.
13.30	12.05	n/a	Cumulative figure using number of leavers - 3 staff in March

Organisational Development & Human Resources

Revenue Budget	Approved Budget	Profiled Budget	Actual	Variance
	2006/07	April-March 2006/07	April-March 2006/07	April-March 2006/07
	£'000	£'000	£'000	£'000
Organisational Development & Human Resources	33	33	-0	-33
TOTAL SERVICE	33	33	-0	-33

Capital/ Recharge Variances Included	Other Variances
April-March 2006/07	April-March 2006/07
£'000	£'000
93	-126
93	-126

Notes on Revenue Financial Performance

The underspend of £126k reflects a combination of

- The underspend of £86k on the training budget is due to a general reduction in expenditure in order to offset the predicted overspending of the Council as a whole and also lower than anticipated expenditure in the final three months of the year. It is requested that £47k of this underspend be carried forward into 2007/08.

There is an underspend of £34k in relation to single status exercise starting later than anticipated. Job evaluation interviews are now taking place and so it is requested that this underspend be carried forward.

Capital Budget	Revised Capital Budget	Outturn - Direct Expenditure	Support Service charges	Variance - Direct expenditure
	2006/07	2006/07	2006/07	2006/07
	£'000	£'000	£'000	£'000
New HR Information & Management system	30	0	0	-30
Total	30	0	0	-30

Notes on Capital Financial Performance

The commencement of the new HR Information and Management System was delayed by the effects of an organisational restructure and approval to carry forward the budget into 2007/08 is requested.

Planning & Environment Services

Performance Indicators and Financial Outturn 2006/07

APPENDIX 7

Ref	Description	HoS	2005/06		Quartile Data	
			Actuals	Quartile	Higher or lower	Median
BV106	The percentage of new homes built on previously developed land	DH	92	1	H	75.00
BV109a	The percentage of major planning applications determined within 13 weeks	DH	35	4	H	66.67
BV109b	The percentage of minor planning applications determined within 8 weeks	DH	57	4	H	74.01
BV109c	The percentage of other planning applications determined within 8 weeks	DH	67	4	H	88.23
BV200a	Was a Local Development Scheme submitted by 28/03/05 and a 3 year rolling programme maintained	DH	Yes	n/a	n/a	n/a
BV200b	Have the milestones in the LDS been met	DH	No	n/a	n/a	n/a
BV200c	Has an annual monitoring report been published by December of the previous year	DH	Yes	n/a	n/a	n/a
BV204	The percentage of planning appeal decisions allowed	DH	32	n/a	n/a	n/a
BV205	The percentage score against the quality of planning services checklist	DH	78	4	H	94
BV214	The percentage of homeless household who suffer homelessness within 2 years	DH	2.86	3	L	1.82
BV166a	The percentage score against the Environmental Health best practice checklist	DH	70.00	4	H	90.00
BV216a	The number of sites of potential concern with respect to land contamination	DH	1,812	4	L	697
BV216b	The percentage of identified sites for which sufficient details are available for decisions	DH	0.61	4	H	3.00
BV217	The percentage of pollution control improvements to existing installations completed on time.	DH	100.00	2	H	94.00
BV219a	The total number of conservation areas	DH	10	n/a	n/a	n/a
BV219b	The percentage of conservation areas with an up-to-date character appraisal	DH	10	2	H	8
BV219c	The percentage of conservation areas with published management proposals	DH	0	4	H	0
LPI Planning	Score on Building Control performance matrix	DH	76.0	n/a	n/a	n/a
LPI CEO	Number of small business start ups	DH	40	n/a	n/a	n/a
LPI CEO	% of business survival rate	DH	n/a	n/a	n/a	n/a

Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend
n/a	n/a	n/a	n/a	n/a	n/a
55.00	61.00	I	55.00	73.00	I
77.00	81.00	I	77.00	72.00	W
89.00	88.00	W	89.00	84.00	S
n/a	n/a	n/a	yes	yes	I
n/a	n/a	n/a	yes	no	W
n/a	n/a	n/a	yes	yes	S
40.00	33.00	I	40.00	27.80	W
89.00	83.00	S	89.00	83.00	S
n/a	n/a	n/a	3.00	4.92	I
n/a	n/a	n/a	70.00	78.00	I
n/a	n/a	n/a	n/a	1850.00	
n/a	n/a	n/a	2.00	1.33	
n/a	n/a	n/a	90.00	100.00	
n/a	n/a	n/a	n/a	10	
n/a	n/a	n/a	n/a	20.00	
n/a	n/a	n/a	n/a	10.00	
60.00	74.50	S	60.00	74.50	S
23	35	I	25	38	I
			75.00	75.00	

2006/07 Target	2006/07 Actual Outturn	2006/07 Outturn Quartile	Comments
67.00	67	n/a	As the monitoring year has just ended work is now underway of the housing land availability report which will give us the percentage of new homes on PDL
60.00	73.00	2	This related to 5 out of six applications being determined in time and was a 3% improvement over Feb. A significant improvement on 05/06 which was 35%. 22/30 applications were determined in time.
75.00	72.00	3	This was a 6% drop in performance in relation to February as a result of determining one less application in time. A significant improvement on 05/06 which was 57%. 200/276 applications determined in time.
87.00	84.00	3	This was the same as February in relation to performance with an additional eight applications being determined. A significant improvement on 05/06 which was 67%. 863/977 applications determined in time.
Yes	Yes	n/a	A revised LDS was submitted to GOWM on 29 March
Yes	No	n/a	As above staffing problems has meant the milestones have not been met although improved staffing will allow us to meet the targets in the revised LDS
Yes	Yes	n/a	The AMR was produced and submitted on time, feedback has just been received from GOWM on the AMR identifying areas for improvements although we were also complimented on number of points
40.00	27.80	n/a	This related to 1 appeal being dismissed - informal hearing into agricultural workers dwelling. A total of 36 appeals have been determined during the year. The Council has successfully defended 26 of these decisions, which are well in below the maximum 40% BVPI 204.
89.00	83.00	4	Continue to require completion of the spatial project to improve.
3.00	4.92	4	One of these 2 cases is someone with a severe mental health issue who has been in & out of hospital & supported housing. HB will not pay on both supporting housing & an RSL tenancy. An arrangement is often made for a tenancy to be surrendered & a new one offered on recovery. This is good management but will show up in these figures. This is also appears high as the number of homeless acceptances is down 34% on the 3rd quarter. The other case is a 16/17 yr old who was made homeless due to parental exclusion & to whom a duty was accepted. She was reconciled with her family prior to being offered permanent accommodation & therefore duty was discharged. She returned home only to be made homeless again when she became pregnant. We are hoping that early intervention by the new prevention service will intervene in cases such as this.
70.00	78.00	4	Exceeded target
1,815	1,850	4	This figure has increased from 1806 to 1850 following prioritisation work which has resulted in the identification of additional 'sites of potential concern'. Prioritisation work has now been completed and 'cleansing' of that prioritised data has been started. This work will continue alongside work to gather "significantly detailed information" as required for 216b.
2.00	1.33	3	Target set was 2%. Achieved 1.33%. This is due to technical failure earlier in 2006/2007 and capacity issues. Now that prioritisation is complete the collection of "sufficient detailed information" can begin and run in tandem with data cleansing work.
90.00	100.00	1	Target reached.
10	10	n/a	Currently 10 conservation areas no firm plans to designate any more although potential new ones may be investigated
20.00	20.00	2	Target has been met conservation area appraisals for both Hagley and Dodford are now complete
10.00	10.00	n/a	Target has been met Hagley conservation area management plan has been produced
60.00	74.5	n/a	Although March has been a hectic month we have been able to maintain a reasonably high standard giving decisions to all applications within the statutory 5 and 8 week periods.
25	38	n/a	Annual target fulfilled, budget already used up.
75.00	75.00	n/a	Target fulfilled for year

Planning & Environment Services

APPENDIX 7

Revenue Budget	Approved Budget	Profilled Budget	Actual	Variance
	2006/07	April-March 2006/07	April-March 2006/07	April-March 2006/07
	£'000	£'000	£'000	£'000
Planning & Environment Services				
Development & Building Control	599	599	576	-23
Environmental Health	1,000	1,000	908	-93
Licensing	6	6	-33	-39
Planning Administration	-184	-184	-9	175
Strategic Housing	2,323	2,323	1,035	-1,288
Strategic Planning	658	658	284	-374
Economic Development	93	93	77	-16
Retail Market	8	8	20	11
TOTAL SERVICE	4,504	4,504	2,859	-1,645

Capital/ Recharge Variances Included	Other Variances
April-March 2006/07	April-March 2006/07
£'000	£'000
-12	-11
-13	-80
-1	-38
74	101
-1,252	-36
-208	-166
-3	-12
13	-2
-1,402	-243

Notes on Revenue Financial Performance

The underspend of £243k is due to the following

* There was a significant shortfall on income for building regulation fees, planning applications and land charges for 06/07 (£198k). This is due to the planning moratorium and the slight decrease in the housing market during this year. This shortfall was highlighted throughout the year and the outcome is in line with the projected variance.

* Savings on vacant posts amounted to £86k after the vacancy management target had been met. The service area has now implemented a revised staffing structure and is currently recruiting operational staff to deliver the service into 07/08.

* There was an underspend on consultancy fees of £107k. It is anticipated that the use of consultancy for advice on planning matters will be required during 2007/08 and therefore request that this underspend is carried forward.

* Income in respect of licences was £41k higher than originally budgeted.

Capital Budget	Revised Capital Budget	Outturn - Direct Expenditure	Support Service charges	Variance - Direct expenditure
	2006/07	2006/07	2006/07	2006/07
	£'000	£'000	£'000	£'000
Strategic & Enabling Housing Schemes	168	112	3	-56
New Affordable Schemes	832	277	9	-555
Retained Housing Works	18	8	0	-10
Homeless Hostels	9	8	0	-1
Private Sector Renewal	691	447	14	-244
West Midlands Regional Housing LA Grant Allocation	217	0	0	-217
Total	1935	852	26	-1083

Notes on Capital Financial Performance

The underspend is mainly due to

. New affordable schemes - A number of new schemes totaling £485k were being developed during 2006/07. This was the subject of a report to Executive Cabinet on 1st November 2006 which approved carry forward of part of the budget. As part of the Capital Programme 2007/08 to 2009/10 report to Cabinet on 21st February 2007 it was reported that there would be no expenditure on these schemes in 2006/07 and approval to carry forward all of the budget was granted.

. Private Sector Renewal - Disabled Facilities Grants, Home Repair Assistance and Housing Renewal Grants - The underspend is a result of a vacancy in the Private Sector Housing Team early in the financial year and therefore delays in processing grant applications. This post has now been filled. Once approved applicants have 12 months in which to carry out the work so that in many cases the grants are not payable until 2007/08. processing of grant applications. On 21st February 2007 Executive Cabinet approved the carry forward of £135k into 2007/08.

. West Midland Regional Housing LA grant £217k underspend - Owing to the late awarding of this Government Grant very little expenditure will be possible in this financial year because the schemes are still being developed. On 21st February 2007 Executive Cabinet approved the carry forward of £207k into 2007/08 and a further carry forward of £10k is now requested.

Street Scene & Waste Management Services

Performance Indicators and Financial Outturn 2006/07

Ref	Description	HoS	2005/06		Quartile Data		Feb Target	Feb Actual	Target & trend	Mar Target	Mar Actual	Target & trend	2006/07	2006/07	2006/07	Comments
			Actuals	Quartile	Higher or lower	Median							Target	Actual Outturn	Outturn Quartile	
BV82ai	The percentage of household waste that has been recycled	MB	19.95	2	H	18.50	21.50	20.97	W	21.50	21.42	I	21.50	21.42	2	0.08 off target for year end
BV82aii	The tonnage of household waste that has been recycled	MB	8,362	2	H	6,840	8,249	7,512	W	9,011	8,242	I	9,011	8,242	2	769.90 off target for year end
BV82bi	The percentage of household waste that has been composted	MB	20.62	1	H	8.29	21.50	21.27	W	21.50	19.81	W	21.50	19.81	1	1.69 off target despite suspension of green collections
BV82bii	The tonnage of household waste that has been composted	MB	8641	1	H	3158	8,454	7,622	S	9011	7622	S	9,011	7622	1	Due to suspension of green collections throughout Jan, Feb & Mar target became unachievable
BV84a	The number of kilograms of household waste collected per head of population	MB	469	4	L	410	410.83	395.05	I	445.00	424.20	W	445.00	424.20	3	Exceeded target
BV84b	The percentage change in the amount of household waste collected	MB	14.16	4	L	-0.44	8.81	-4.49	I	9.61	-5.11	I	9.61	-5.11	1	Exceeded target
BV86	The cost of household waste collection	MB	71.19	4	L	46.25	see comment	see comment	see comment	see comment	see comment	see comment	70.00		n/a	This is calculated as an annual PI, however it is predicted to be significantly off target, due to a £456k projected overspend
BV91a	Percentage of households covered by kerbside collection of recyclables (one recyclable)	MB	91.90	4	H	99.40	93.83	94.10	S	94.00	94.12	I	94.00	94.12	3	Exceeded target
BV91b	Percentage of households covered by kerbside collection of recyclables (two recyclable)	MB	91.90	4	H	98.80	93.83	94.10	S	94.00	94.12	I	94.00	94.12	3	Exceeded target
BV199a	The proportion of land & highways assessed as having unacceptable levels of litter and detritus	MB	26	4	L	12.00	n/a	n/a	n/a	n/a	16.94	I	20.00	16.94	3	Exceeded target
BV199b	The proportion of land & highways assessed as having unacceptable levels of graffiti visible	MB	6.00	4	L	1.00	n/a	n/a	n/a	n/a	4.79	I	5.00	4.79	4	Exceeded target
BV199c	The proportion of land & highways assessed as having unacceptable levels of fly-posting visible	MB	1.00	3	L	0.00	n/a	n/a	n/a	n/a	0.76	I	1.00	0.76	3	Exceeded target
BV199d	The year-on-year reduction in number of incidents and increase in number of enforcement actions in relation to fly-tipping	MB	4.00	1	L	n/a	n/a	n/a	n/a	n/a	3.00	I	3	3	n/a	Met target
BV218a	The percentage of new reports of abandoned vehicles investigated within 24 hours of notification	MB	93.00	2	H	87.00	95	100	S	95.00	95.00	W	95.00	95.00	2	17 vehicles reported and 16 inspected within timescale, end of year target has been achieved
BV218b	The percentage of abandoned vehicles removed within 24 hours of legal entitlement	MB	100.00	1	H	77.50	95	100	I	95.00	95.00	S	95.00	95.00	1	9 vehicles reported and 9 vehicles removed, end of year target has been achieved
LPI Depot	% animal/debris cleared within timescales	MB	89.00	n/a	n/a	n/a	95.00	87.00	W	95.00	82.00	W	95.00	82.00	n/a	6 animals reported and 5 removed within timescale, end of year target has not been achieved
LPI Depot	% of flytips dealt with in response time	MB	92.00	n/a	n/a	n/a	95.00	96.00	S	95.00	96.00	S	95.00	96.00	n/a	84 incidents reported and 82 dealt with within time, end of year target has been achieved
LPI Depot	Number of missed household waste collections	MB	3113	n/a	n/a	n/a	1,400	1,502	I	1,550	1,630	I	1,550	1,630	n/a	124 missed refuse collections, reduced number of missed collections since last month however year end target has not been achieved
LPI Depot	Number of missed recycle waste collections	MB	802	n/a	n/a	n/a	1,100	701	W	1,200	748	I	1,200	748	n/a	47 missed recycling collections, this PI has over performed, annual target has been easily achieved
LPI Depot	Number of missed trade waste collections	MB	205	n/a	n/a	n/a	110.00	45.00	W	120	58	I	120	58	n/a	13 missed trade refuse collections, this has improved from last month and end of year target has been easily achieved
LPI Depot	Number of written complaints	MB	219	n/a	n/a	n/a	242	311	I	264	334	I	264	334	n/a	23 complaint letters, end of year target has not been achieved this was due to the high number of complaints about suspension of green refuse collection
LPI Transport Services	% responses to Excess Charge appeals in 10 days	MB	78.00	n/a	n/a	n/a	100.00	98.00	W	100.00	100.00	I	100.00	94.00	n/a	All ECN's responded to within timescale

Revenue Budget	Approved Budget	Profiled Budget	Actual	Variance	Capital/ Recharge Variances Included April-March 2006/07	Other Variances April-March 2006/07
	2006/07	April-March 2006/07	April-March 2006/07	April-March 2006/07		
Street Scene & Waste Management Services	£'000	£'000	£'000	£'000	£'000	£'000
Car Parks	-954	-954	-676	278	22	256
Cleansing	1,273	1,273	1,055	-217	-180	-37
Depot - Miscellaneous	247	247	-7	-254	-41	-213
Environmental Enhancements	-29	-29	-19	9	0	9
Garage	-13	-13	95	108	125	-17
Grounds Maintenance	568	568	573	5	-6	11
Highways	303	303	322	19	-6	25
Refuse Collection	2,800	2,800	3,010	210	-156	366
Travel Concessions	421	421	453	32	0	32
TOTAL SERVICE	4,616	4,616	4,805	189	-242	431

Notes on Revenue Financial Performance

Street Scene and Waste Management Services - £431k overspend

The current overspend is due to a number of factors including:

- Car parks overspend of £256k. This relates to a number of factors including emergency repair works at the Rubery car park (£5k), the installation of height barriers at Recreation Road South Car Park (£2k), and modernisation of car parks for the blue badge holders and to make the machines accessible (£20k), refunds for parking at the Dolphin Centre and collection costs due to additional ticket machines (£10k). Car park income was £110k less than budgeted. This has been highlighted in quarterly monitoring reports and the actual outturn is an improvement of £30k on previously projected figures.
- Depot Miscellaneous Underspend of £213k – The main variance is due to a budgeted contribution of £250k to the vehicle and Replacement reserve not taking place. This is offset by additional costs for agency personnel to assist with scheduling of street cleansing and refuse routes and measurement of BVPI 199 at a cost of 11k, together with a shortfall of income on the transfer site of £13k and the additional costs of implementing the new tachograph system. There has been an additional spend of
- Environmental Enhancements overspend of £9k is due to reduced use of the bring sites as a consequence of fortnightly household recycling collection. This is offset by income received from Worcestershire County Council on the recycled waste brought to the site.
- Refuse collection has a projected overspend of £366k for the year. This is due to overspendings on fuel (£120k), hire costs of trade waste and recycling vehicles and increased running costs of the fleet (£126k). The extra tipping costs of £35k associated with the Faun vehicles are still being negotiated but are unlikely to be refunded against the revenue cost. Further costs were incurred in recovering two refuse collection vehicles that were involved in road traffic accidents and increased repair costs on vehicles carried out during the period of postponement of the green waste service.
- Travel concessions overspent of £32k is due to the scheme being far more popular than expected.

Capital Budget	Revised Capital Budget	Outturn - Direct Expenditure	Support Service charges	Variance - Direct expenditure
Street Scene & Waste Management Services	2006/07	2006/07	2006/07	2006/07
	£'000	£'000	£'000	£'000
Pay & Display Car Park Ticket Machines	20	15	0	-5
Concessionary Fare Implementation of Smart Cards.	20	0	0	-20
Replacement of Fleet Vehicles (Multi Lift Vehicles)	125	0	0	-125
Skips for new 18 tonne Depot Multi Lift Vehicles	20	0	0	-20
New Tanker for Cesspools Work	58	60	2	2
Street Cleaning Vehicles & Equipment (Identified within the Depot Strategy)	519	215	7	-304
Replacement Rear Loading Trade Waste Collection Vehicle (Identified within the Depot Strategy)	127	107	3	-20
Improvements to Depot Site (2006/07 & 2007/08)	50	6	0	-44
Graffiti Removal System	16	16	1	0
Vehicles & General Plant (b/f) - 3 Rear Loading Refuse Freighters	292	291	10	-1
Pavement Sweepers for street cleansing	99	98	3	-1
Continued rollout of waste collection Service (green and Grey wheelie Bins)	0	37	0	37
Total	1,346	845	26	-501

Notes on Capital Financial Performance

The underspend of £499k is mainly due to

Replacement of fleet vehicles (£125k underspend) - Two vehicles are on order with an original delivery date of May 2007 however they have not yet been delivered. On 21st February 2007 Executive Cabinet approved the carry forward of £125k into 2007/08. The actual cost of the vehicles is expected to be £161k which is covered by a underspending on Street Cleaning vehicles and equipment.

Street Cleaning Vehicles & Equipment (underspend £304k) - This scheme covers a ranges of vehicles and equipment. The underspend is due to vehicles on order but deliver is not expected until 2007/08. Executive Cabinet on 21st February 2007 approved the carry forward of £231k and an additional carry forward of £39k is now requested

Continued rollout of waste collection Service (green and grey wheelie bins to dwellings previously using black bags) - this scheme has been transferred from revenue to capital to utilise DEFRA capital grant. The Council, therefore, does not need to use any of its own capital resources.

			REVISED CAPITAL BUDGET 2006/07	TOTAL COST 2006/07	VARIATION TO REVISED BUDGET	CARRY FORWARD TO 2007/08 ALREADY APPROVED	BUDGET CARRY FORWARD TO 2007/08 REQUIRED
			£	£	£	£	£
FUNDING	DEPARTMENT						
FINANCIAL SERVICES							
GC1122	Gov't Grants £59k & Capital Receipts £138k	Purchase Order Processing System (Funded from capital receipts & IEG Grant)	197,000	152,377	(44,623)	38,000	6,623
<i>Totals</i>			197,000	152,377	(44,623)	38,000	6,623
LEGAL & DEMOCRATIC							
GC1066	Capital Receipts	Replacement Electoral Software	15,000	0	(15,000)	0	15,000
GC1068	Capital Receipts	Disabled Discrimination Act improvements (05/06)	14,000	6,418	(7,582)	6,000	1,582
<i>Totals</i>			29,000	6,418	(22,582)	6,000	16,582
HUMAN RESOURCES & ORGANISATIONAL DEVELOPMENT							
GC1010	Capital Receipts	New HR Information & Management system	30,000	0	(30,000)	0	30,000
<i>Totals</i>			30,000	0	(30,000)	0	30,000
E-GOVERNMENT & CUSTOMER SERVICES							
GC1111	Gov't Grants	Internet/Intranet Development (funded from IEG Grant)	23,000	19,360	(3,640)	10,000	(6,360)
GC1161	Capital Receipts	Corporate Budget for IT Upgrades - Increased Resources (2006/07)	14,000	10,638	(3,362)	0	3,362
GC1157	Capital Receipts	Spatial Project	500,000	115,182	(384,818)	325,000	59,818
<i>Totals</i>			537,000	145,181	(391,819)	335,000	56,820
STREET SCENE & WASTE MANAGEMENT							
GC1146	Capital Receipts	Street Cleaning Vehicles & Equipment (Identified within the Depot Strategy)	519,000	221,900	(303,890)	231,000	(39,000)
GC1150	Capital Receipts	Improvements to Depot Site (2006/07 & 2007/08)	50,000	6,344	(43,846)	0	43,846
<i>Totals</i>			569,000	228,244	(347,736)	231,000	4,846
PLANNING & ENVIRONMENT SERVICES							
GC1176	Section 106	4 Houses on Garage Sites (Grafton, Foxwalks) - Foxwalks	55,200	0	(55,200)	19,000	36,200
GC1177	Housing Capital Receipts & Section 106	Grants to RSL's - Housing to Rent (New build) - Barrington Road	99,000	69,730	(29,270)	19,000	10,270
GC1178	Housing Capital Receipts & Section 106	Grants to RSL's - Housing to Rent (New build) - Ryfields Road	19,000	0	(19,000)	0	19,000
GC1081	Housing Capital Receipts	Grants to RSL's - Shared Ownership (New Build/Do-it-Yourself)	19,000	0	(19,000)	18,000	1,000
GC1174	Housing Capital Receipts	Improvements to Houndsfield Lane Caravan Park	10,000	0	(10,000)	7,400	2,600
GC1166	Gov't Grants	Grants to owners of Houses in Multiple Occupation (regulatory standard in Fire Precautions and Energy Efficiency)	30,000	0	(30,000)	25,000	5,000
GC1170	Gov't Grants	Energy efficiency Home Insulation Project	30,000	0	(30,000)	25,000	5,000
<i>Totals</i>			262,200	69,730	(192,470)	113,400	79,070
CULTURE & COMMUNITY SERVICES							
GC1094	Capital Receipts	Restoration of Memorial Headstones in Bromsgrove Cemetery	26,000	4,650	(21,350)	11,000	4,000
GC1127	Capital Receipts	Hunters Hill School, Blackwell. (Contribution towards new sports facilities)	129,500	0	(129,500)	0	129,500
GC1128	Section 106	Belbroughton - improving play facilities	40,000	20,630	(19,370)	20,000	(630)
GC1132	Section 106	Bromsgrove Town FC - Portable goals for Lickey End Recreation Ground	1,700	0	(1,700)	0	1,700
GC1027	Gov't Grants & Capital Receipts	New park at Barnsley Hall (Funded from Government Liveability Fund & BDC) - Football Pitches	217,000	2,234	(214,766)	217,000	(2,234)
GC1180	Capital Receipts	Upgrading of C.C.T.V. Facilities at St Chads Park Rubery	29,000	10,785	(18,215)	0	18,215
<i>Totals</i>			443,200	38,299	(404,901)	248,000	150,551
<i>Grand Totals</i>			2,067,400	640,250	(1,434,130)	971,400	344,492